




































→ Systems and Methods

Idaho Child Support Services UCCX Call Flow

Submitted By: Magdalena Liew
Date: August 24, 2011
VERSION: 1

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	Payer Payments.....6
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	Fax Pay History Form.....8
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→ Systems and Methods – Main Menu

Incoming Call
208-914-2121 = RP XXXX

Thank you for calling Idaho Child Support Services. Your call may be monitored for training or quality assurance purposes. You may be asked for your social security number for identification purposes only. We use this information to look up your case, on your case tracking system. If, you are calling from a touch-tone phone press 1.

6000

x

(Plays the same instructions in Spanish)

TO

Go To
Customer Svc
Page 3

1

6001

x

*For information in English,
For information in Spanish,
To repeat the current menu at any time,
To return to the Main Menu,*

*Press 1
Press 2
Press #
Press **

(Plays the same instructions in Spanish)

2

Transfer to
Spanish
Ext. xxxx

1,TO

6002

Check out our new Child Support website! You can now create an online account on our website to conveniently manage your personal information. This means you can keep your information safe by logging in with your personal username and password to view your child support payment history, update your personal contact information and change your password. To get started, go to healthandwelfare.idaho.gov. It's easy, it's convenient and it's safe!

6003

*For payment information, Press 1
For information about direct deposit or Idaho Family Support Card, Press 2
If you are an employer, Press 3
To speak with a Customer Service Represent Press 4 at any time
For questions regarding a letter you received, Press 5
For information on applying for services, Press 6
To leave a voice mail message and receive a call back, Press 7
To participate in our customer survey, or to comment on the service you received, Press 8
For general information, Press 9
For address information, Press 0
To repeat the current menu, Press #*

1

Go To
Payment Info
Page 5

2

Go To
Direct Deposit
Page 11

3

Go To
Employer Info
Page 13

4

Go To
Customer Svc
Page 3

5

Go To
Letter Info
Page 14

6

Go To
Apply for Service
Page 20

7

Go To
Child Support
Mailbox
Page 19

8

Go To
Survey/
Complaint
Page 22

9

Go To
General Info
Page 26

0

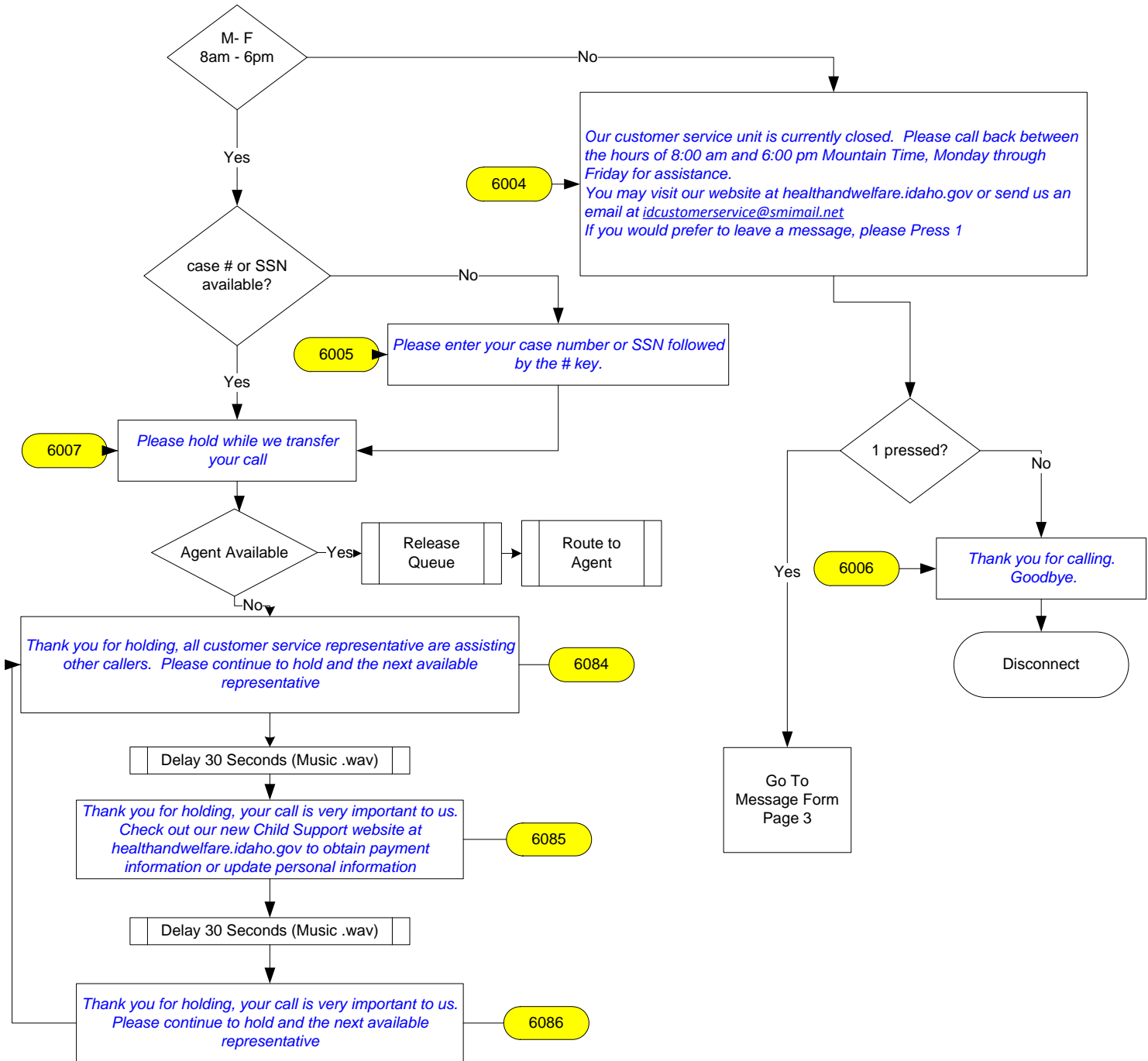
Go To
Address
Page 36

#

Go To
Main Menu
Page 2

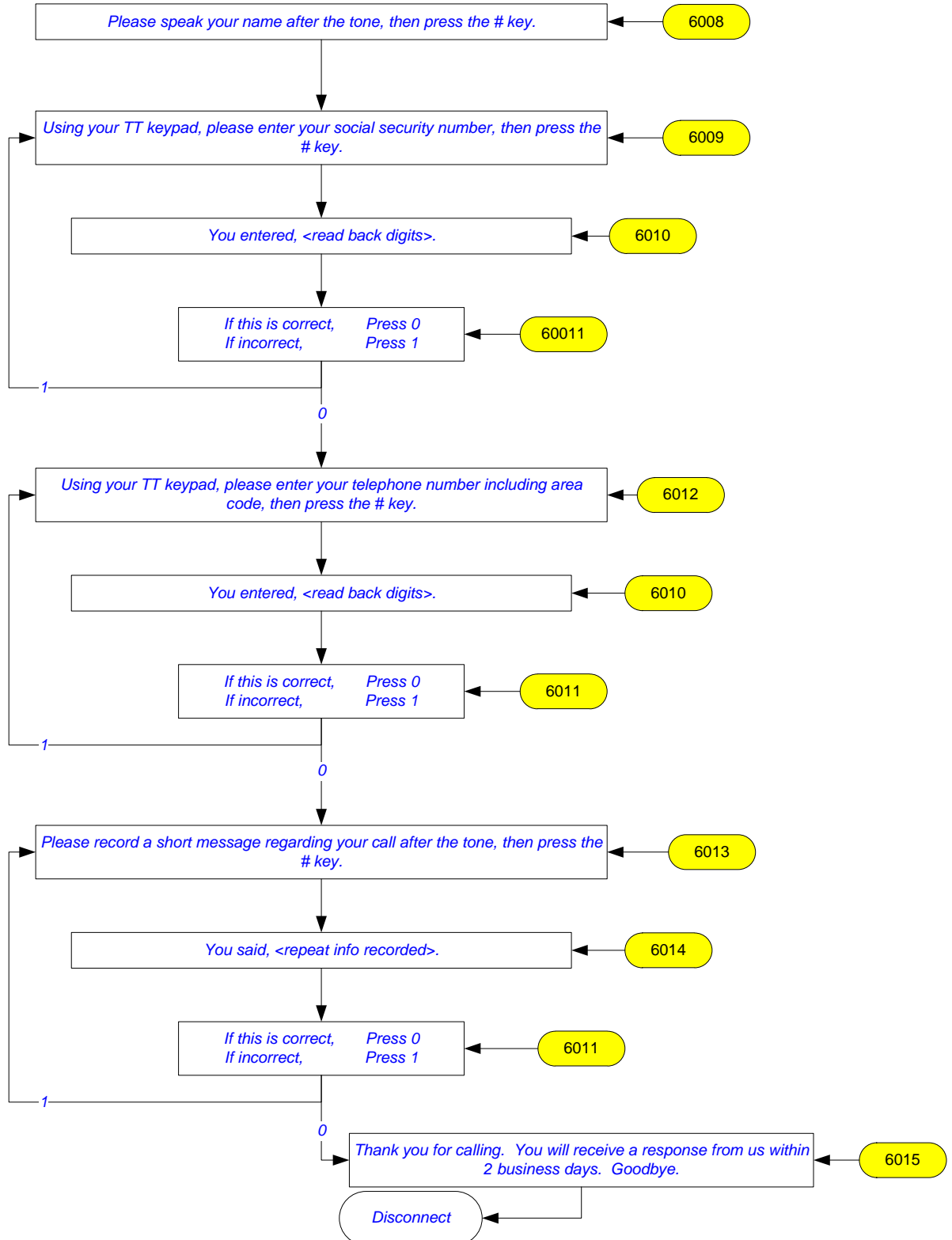
NOTE:
No response at most menu choices
will route caller back to the Main
Menu.
repeats current menu
* will return to Main Menu

► Systems and Methods – Customer Service

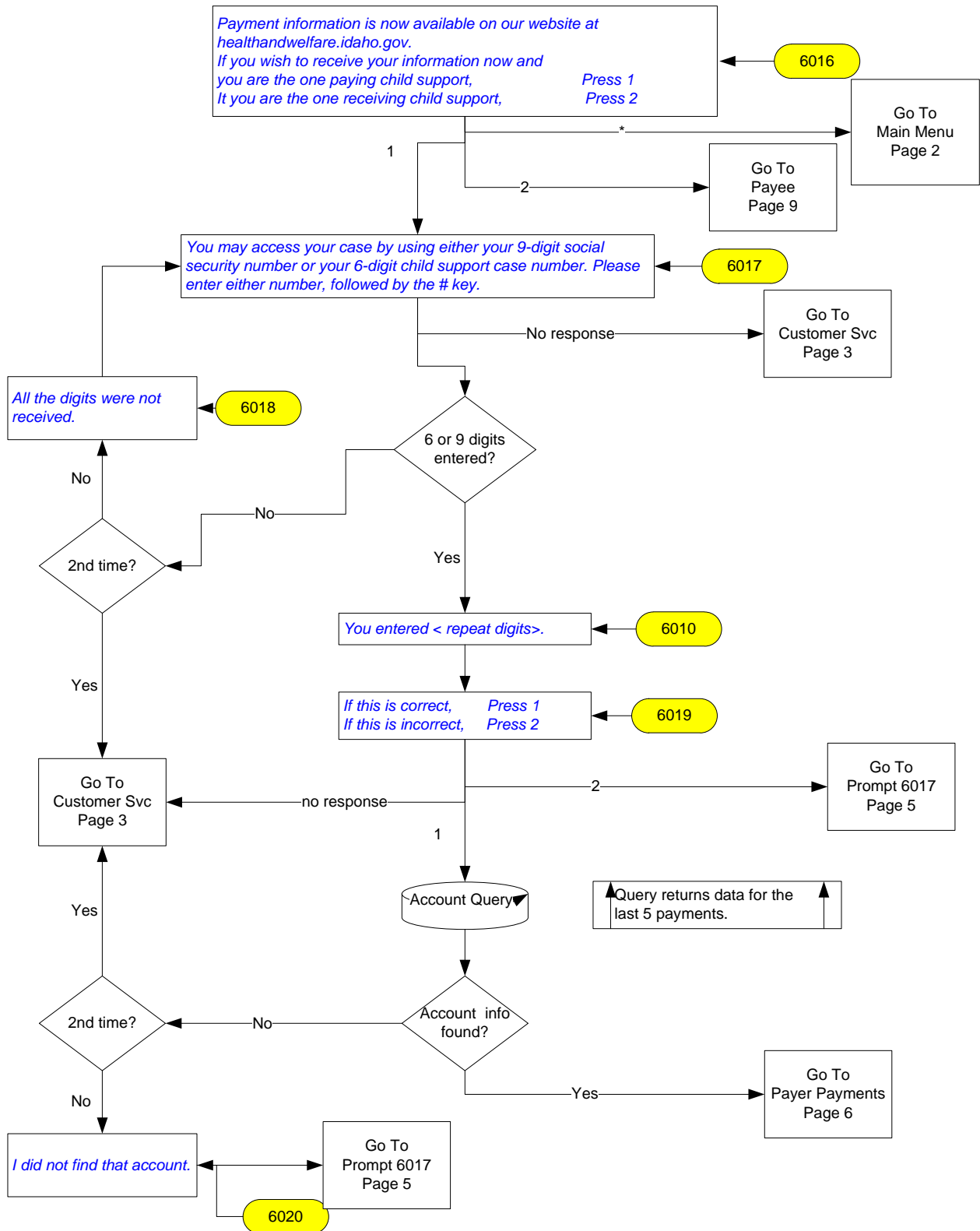


Screen Pop will occur on agent's desktop when call is answered

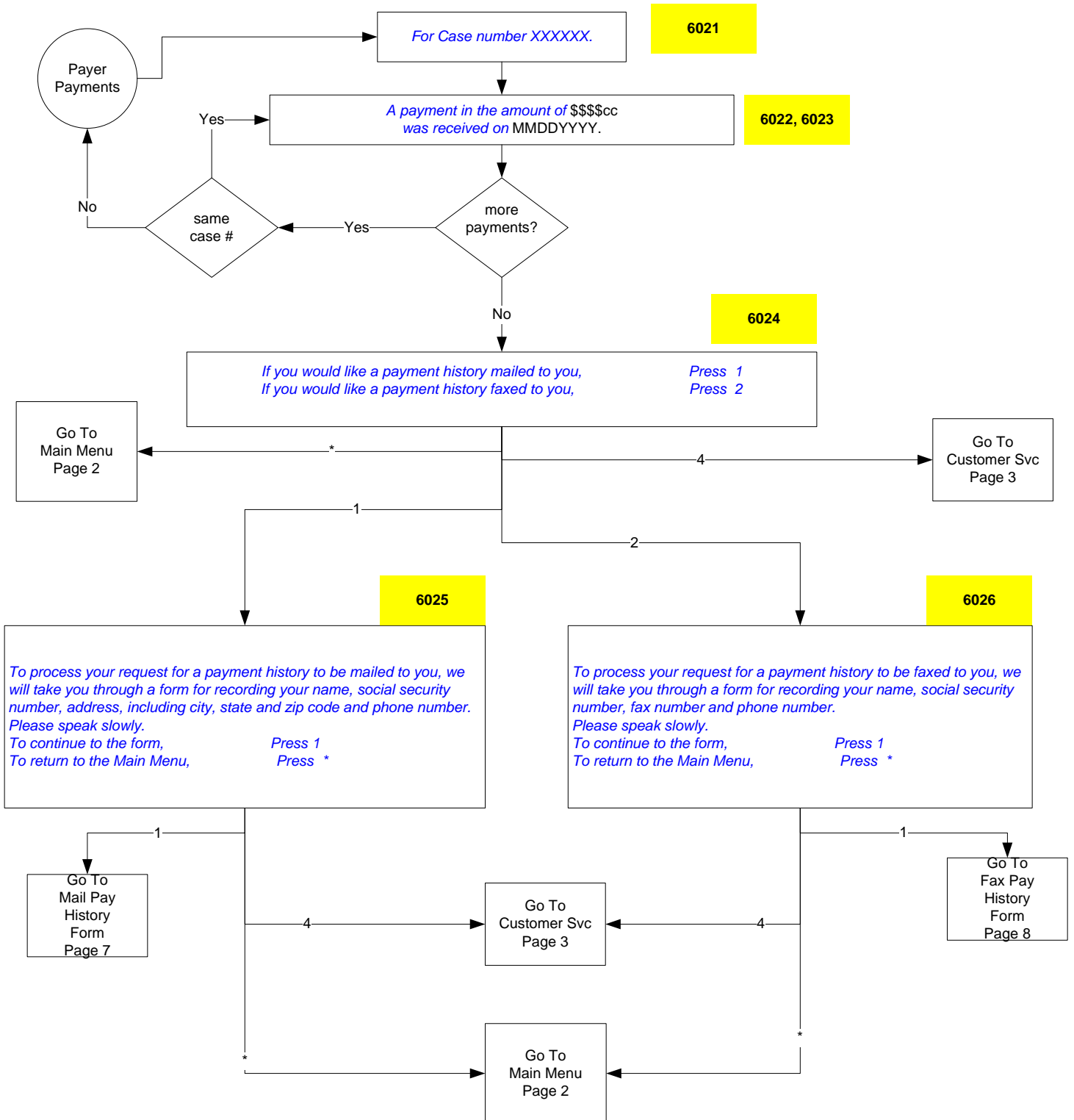
► Systems and Methods – Message Form



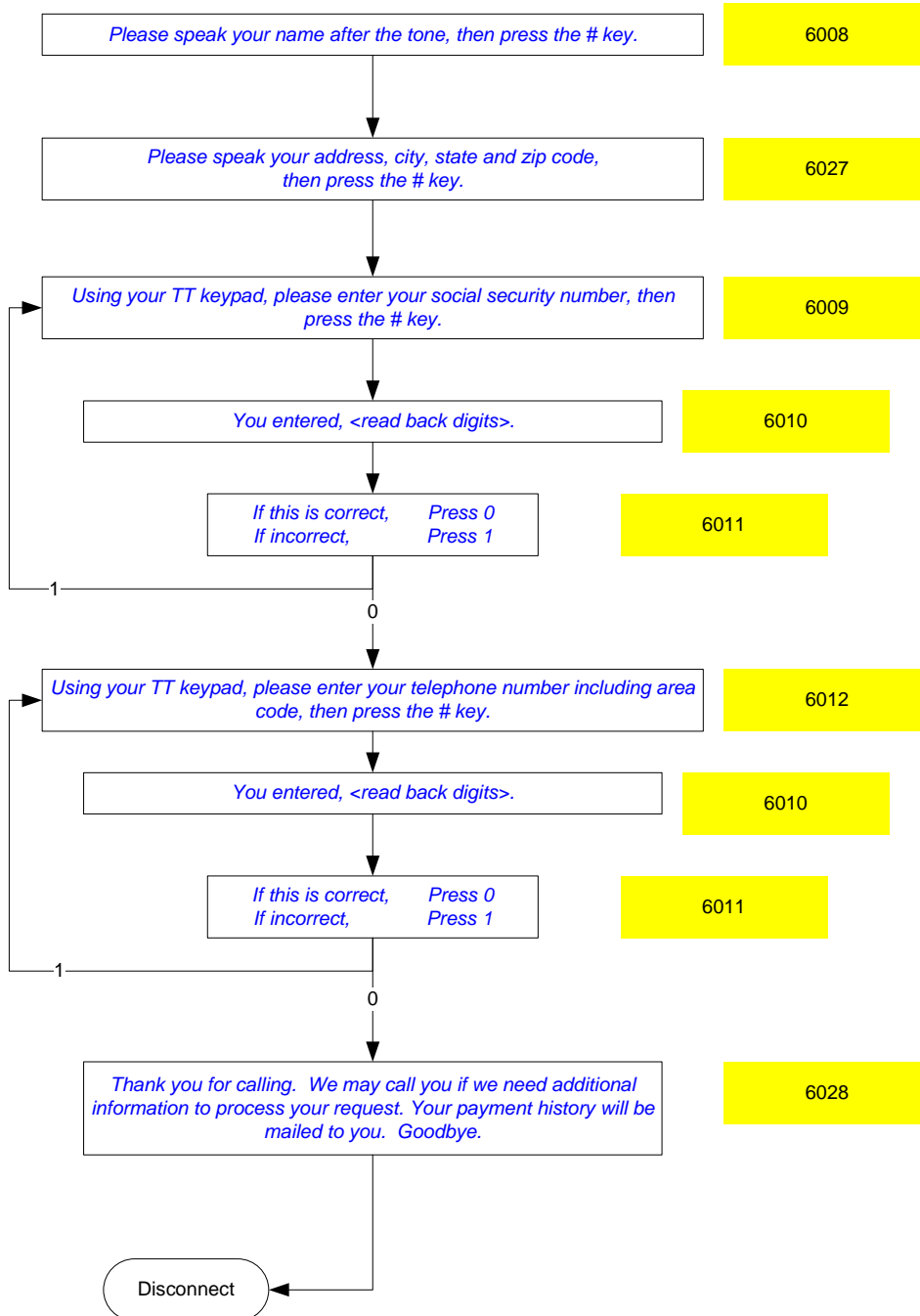
Systems and Methods – Payment Info



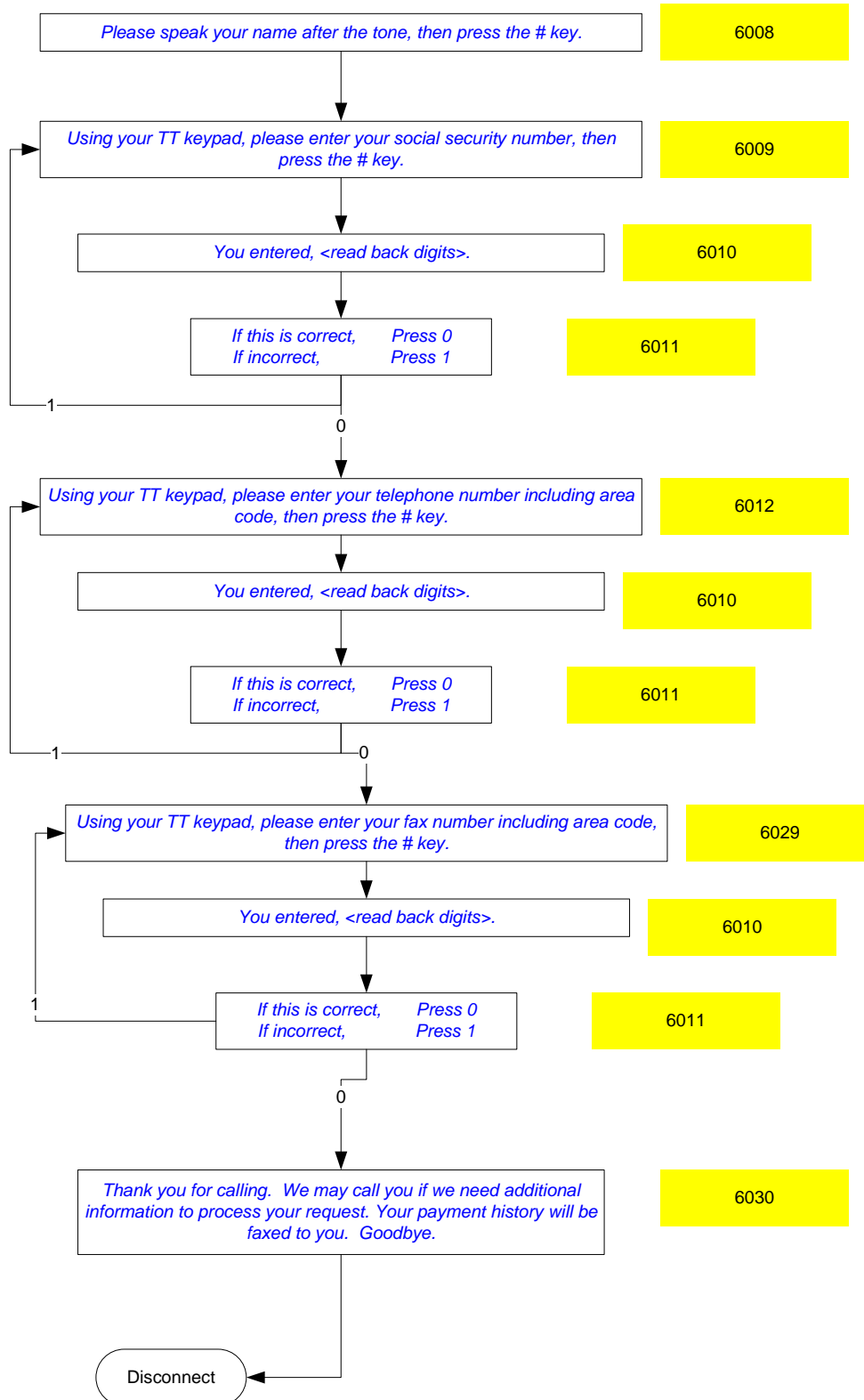
► Systems and Methods – Payer Payments



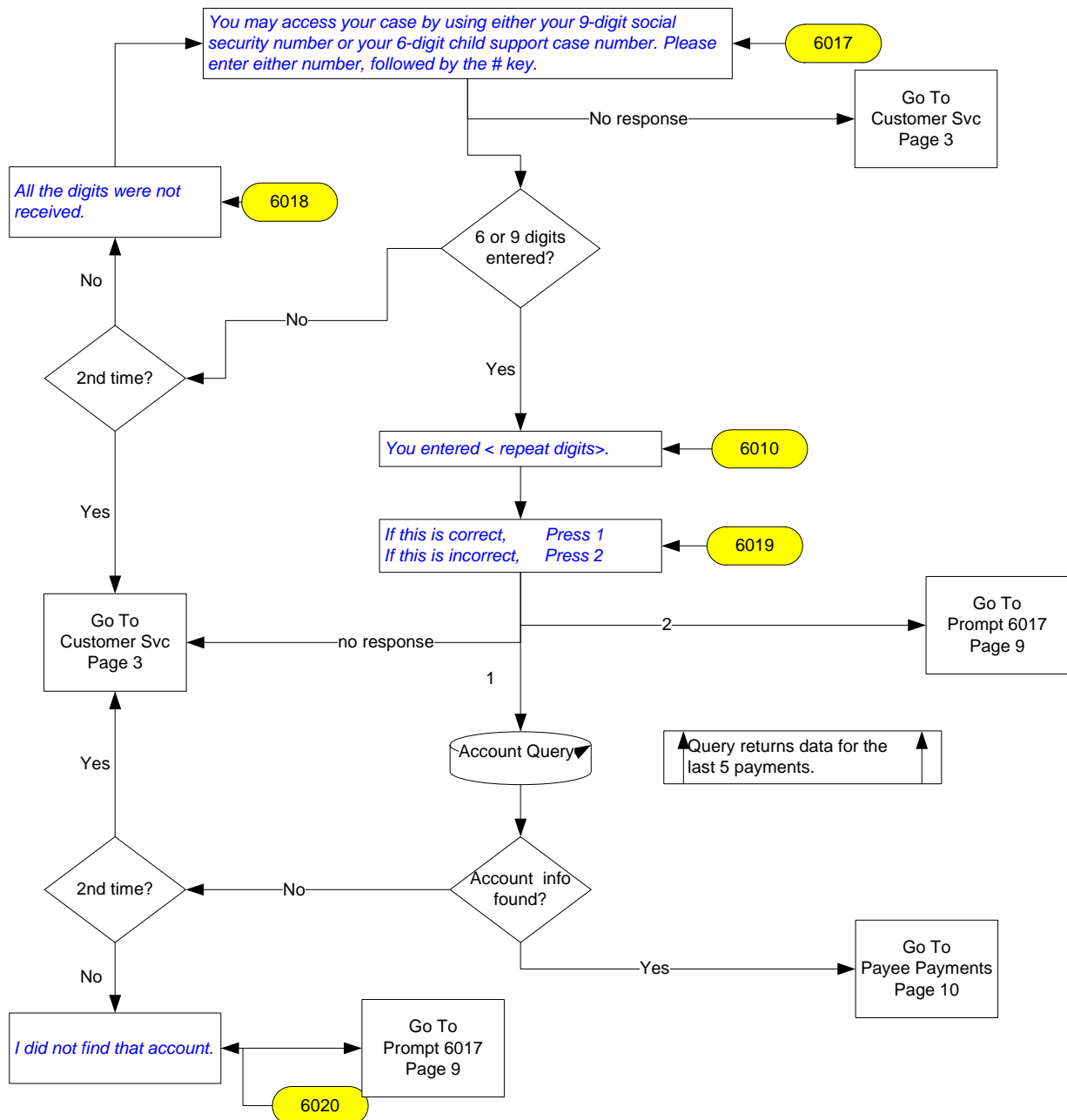
► Systems and Methods – Mail Pay History Form



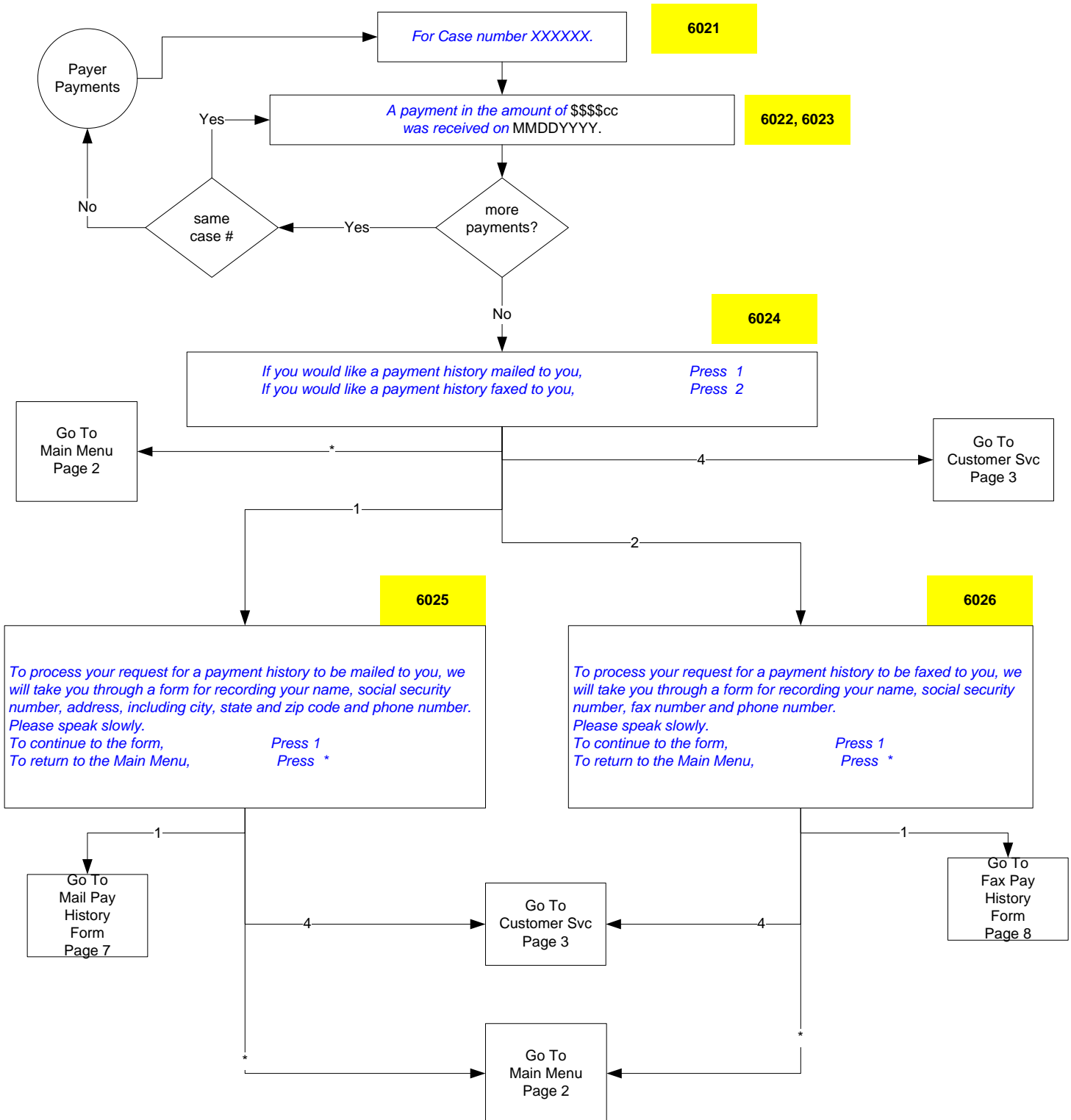
► Systems and Methods – Fax Pay History Form



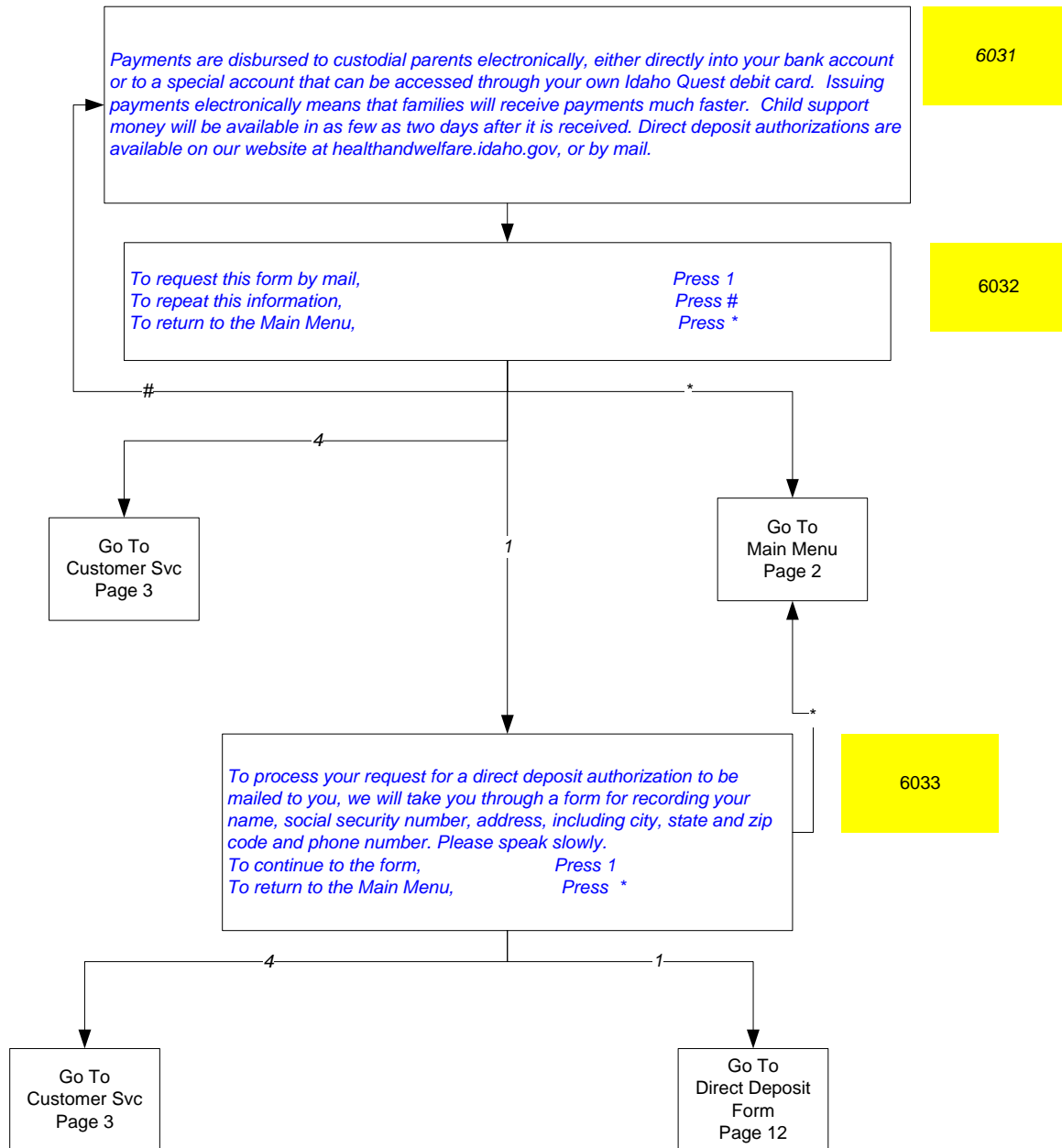
Systems and Methods – Payee



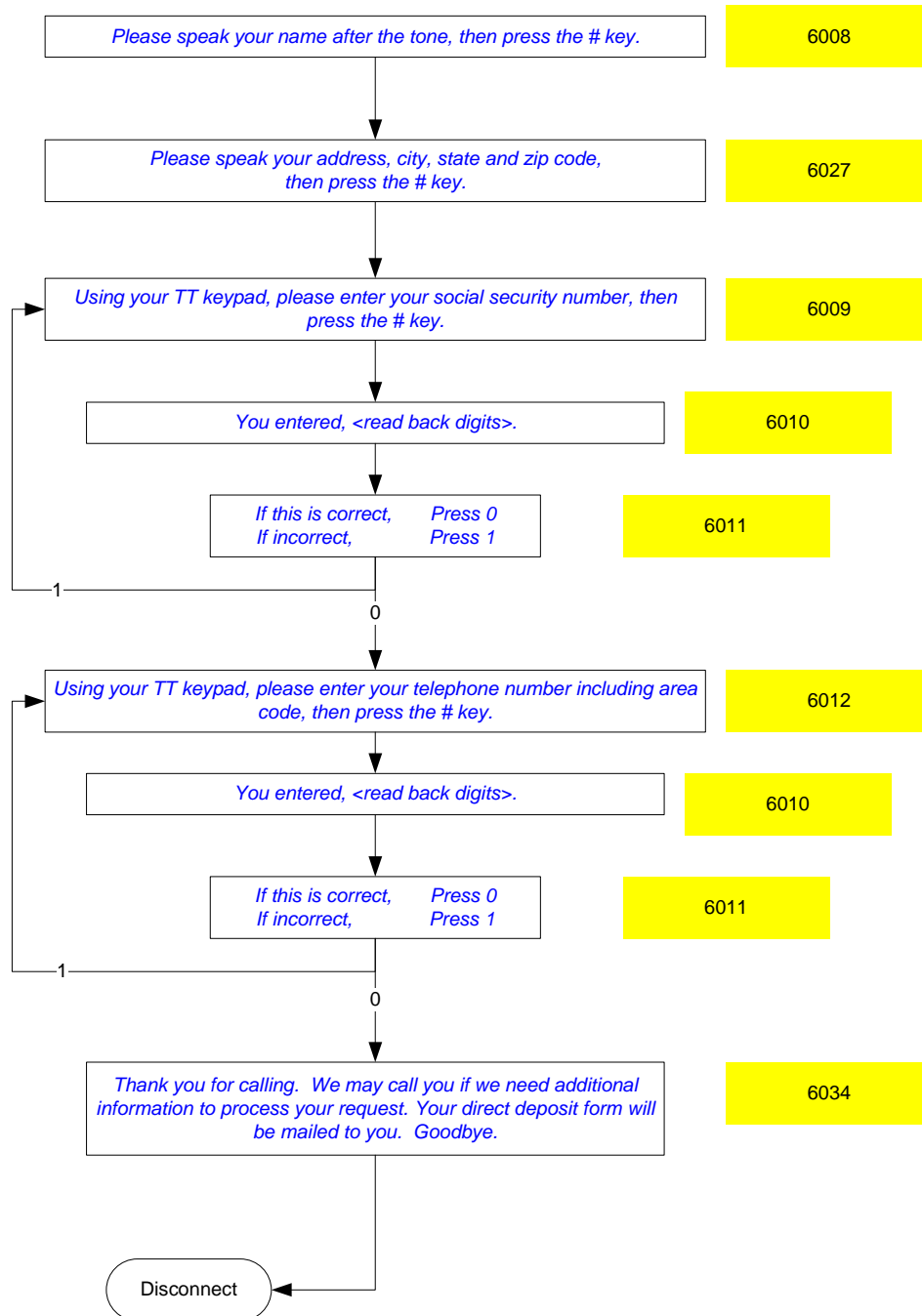
► Systems and Methods – Payee Payments



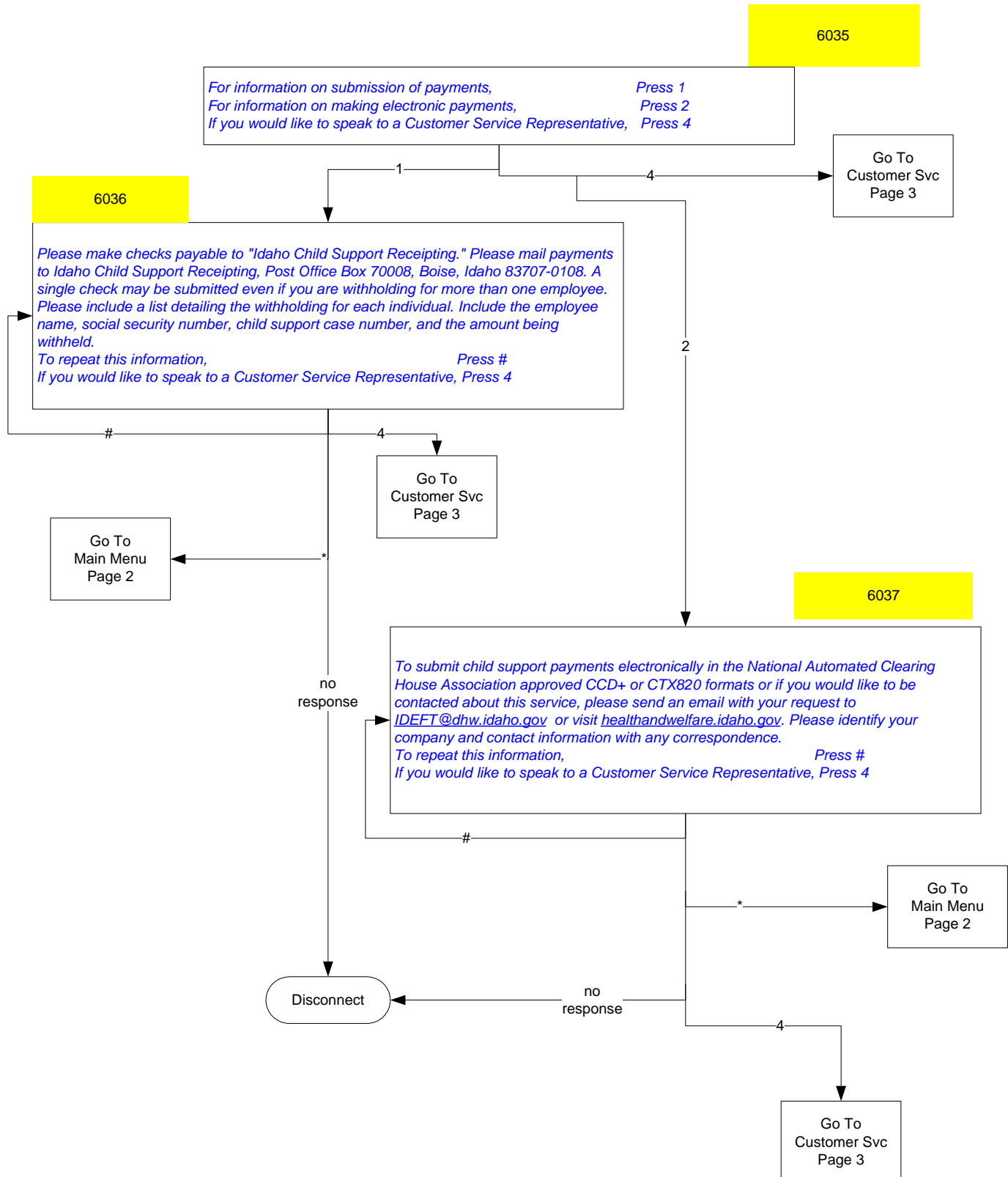
► Systems and Methods – Direct Deposit



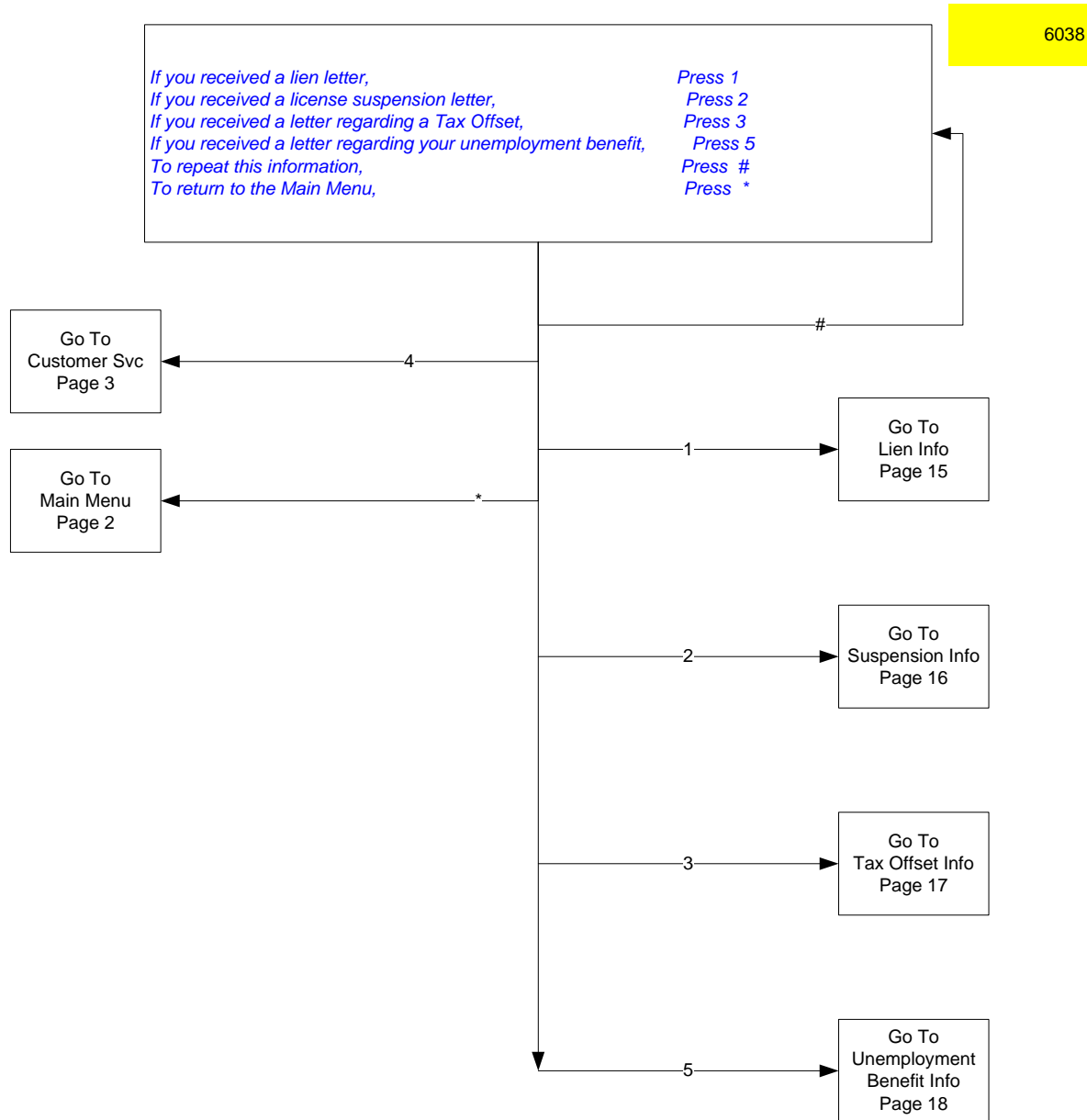
► Systems and Methods – Mail Direct Deposit Form



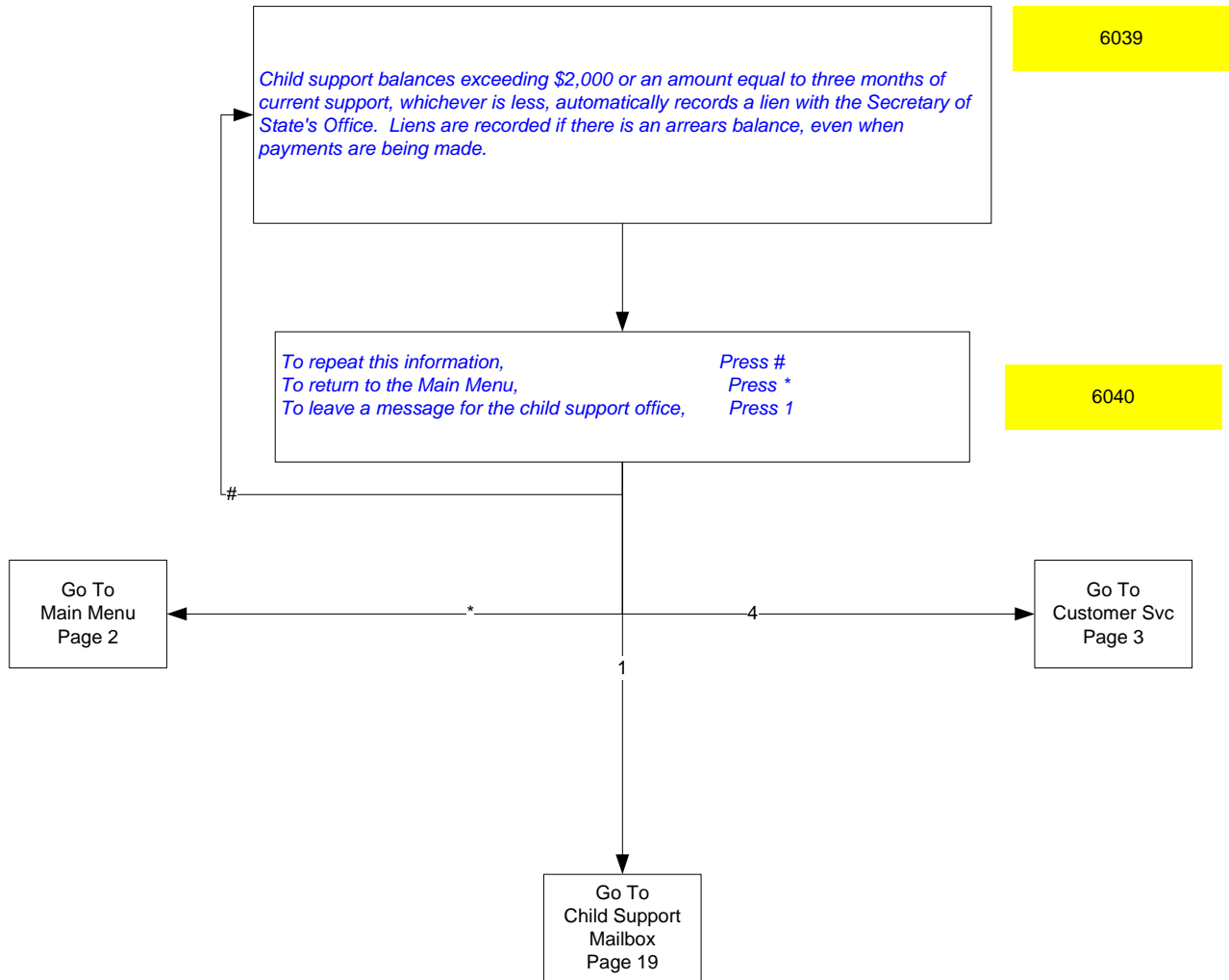
► Systems and Methods – Employer Info



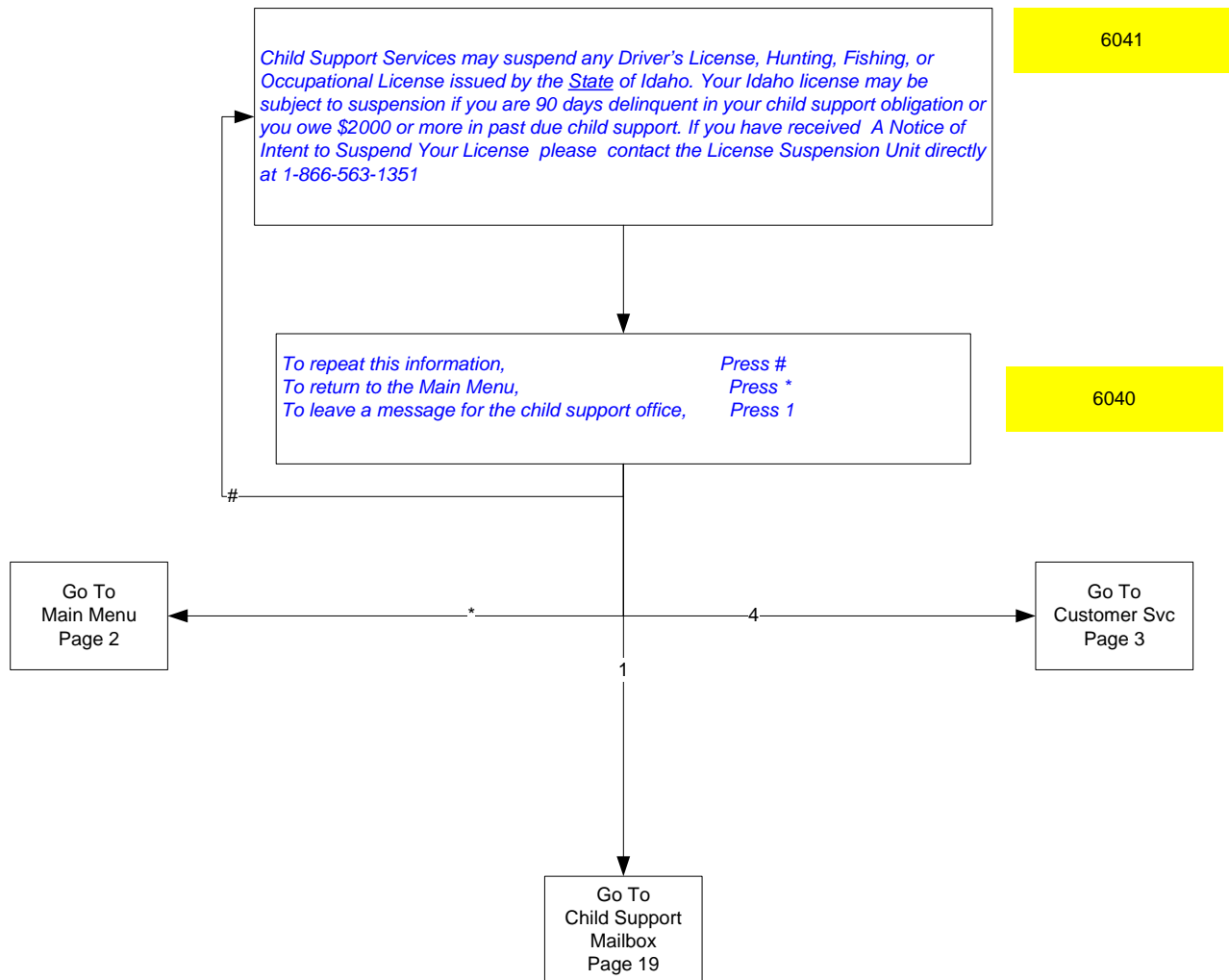
► Systems and Methods – Letter Info



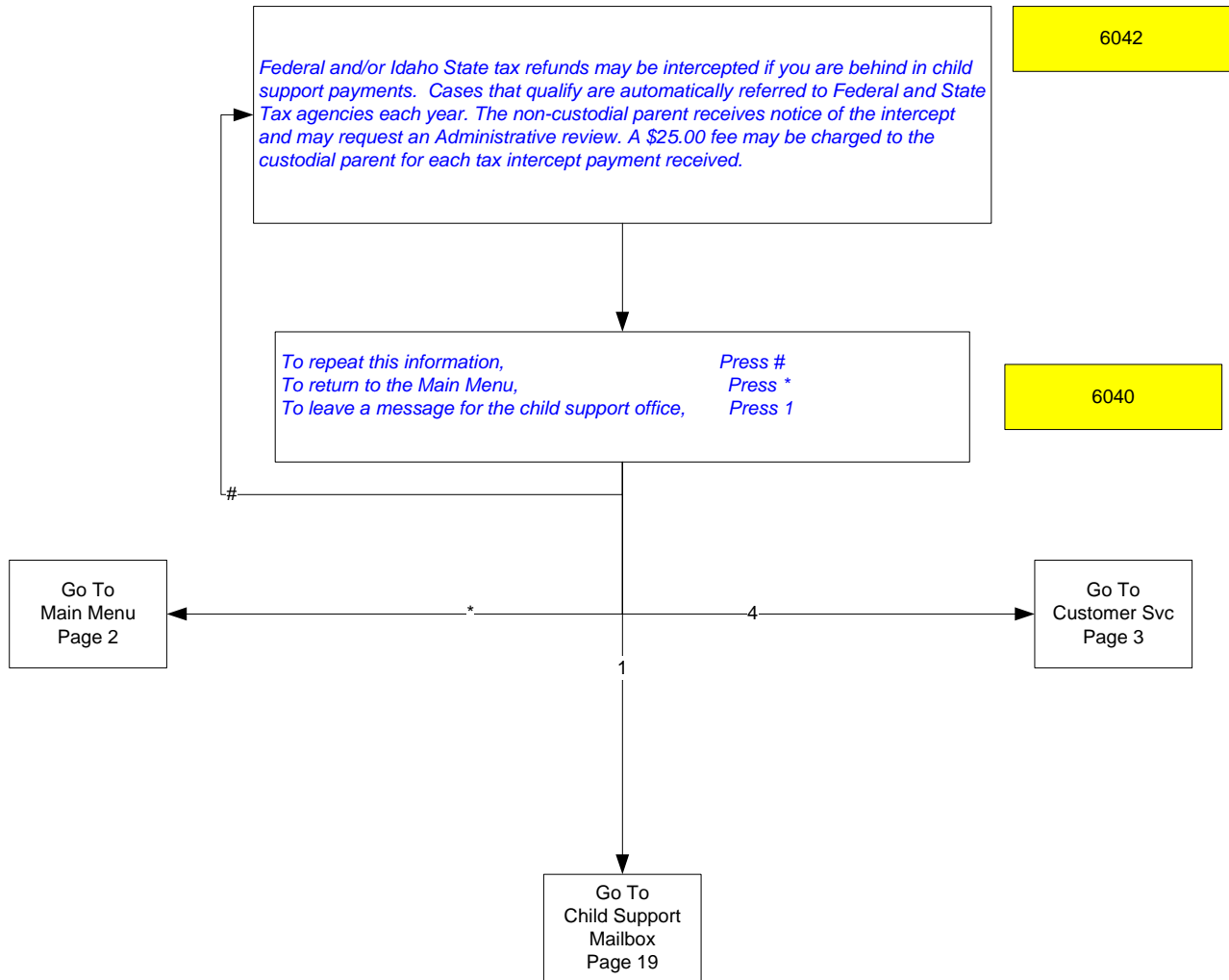
► Systems and Methods – Lien Info



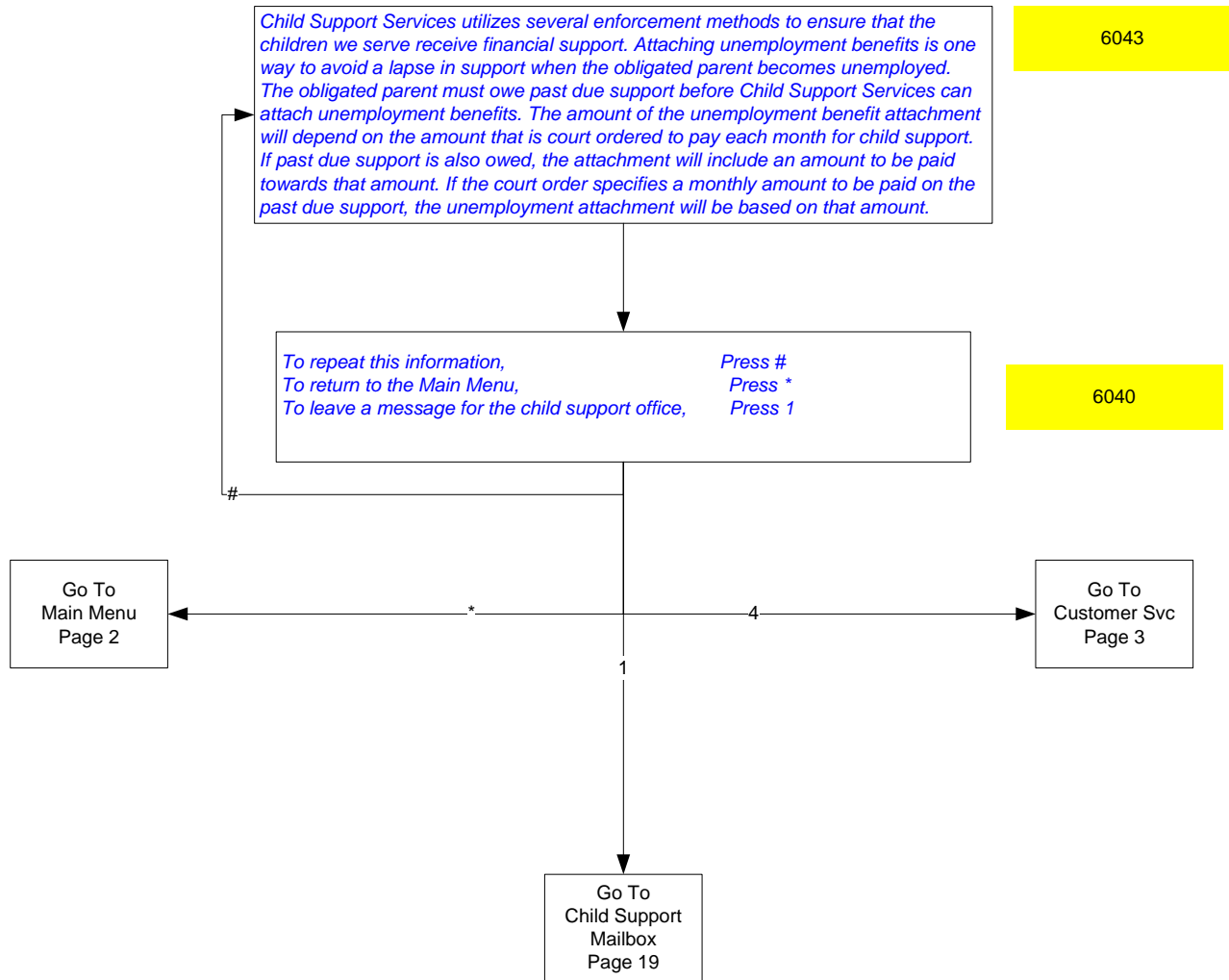
► Systems and Methods – Suspension Info



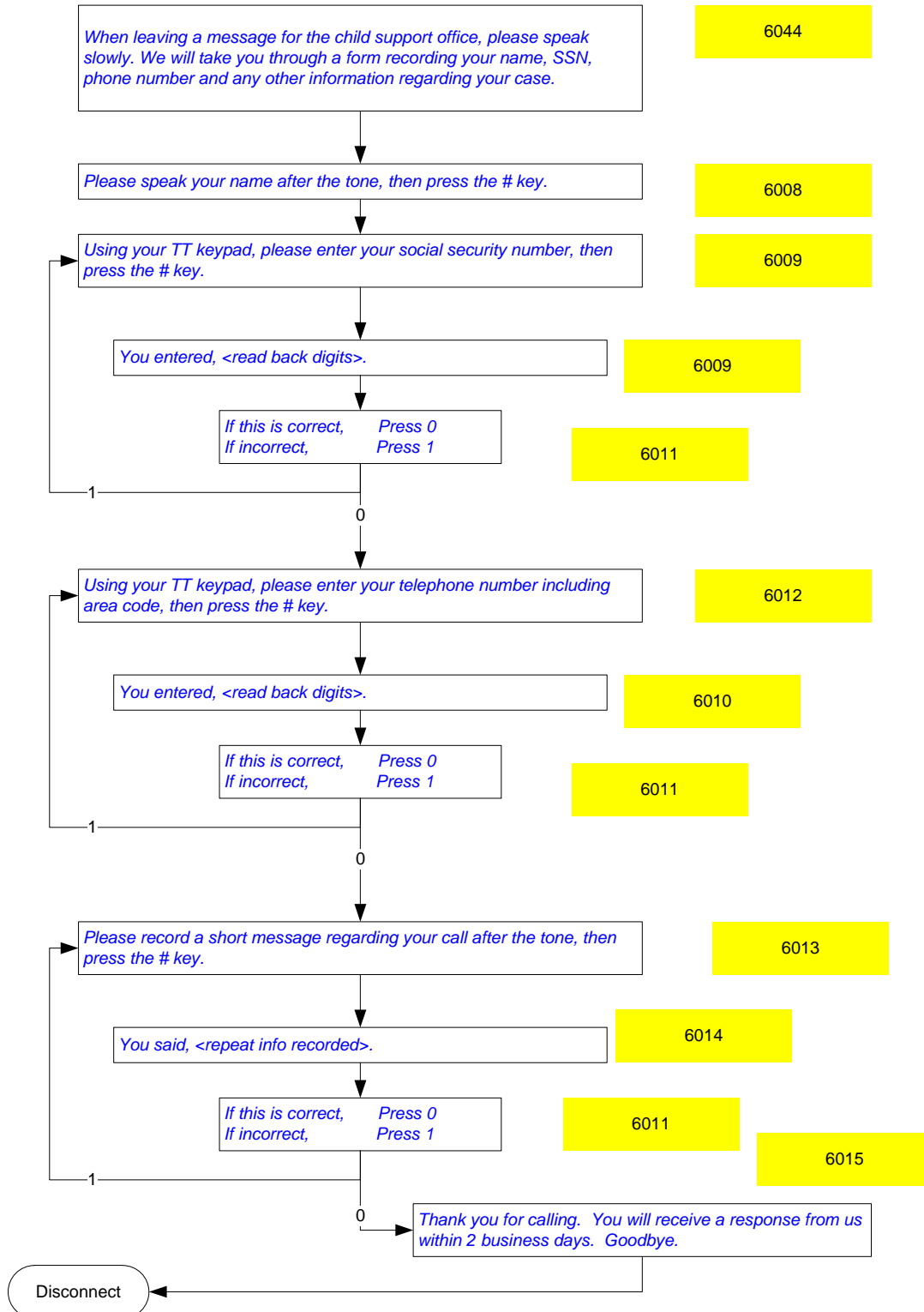
Systems and Methods – Tax Offset Info



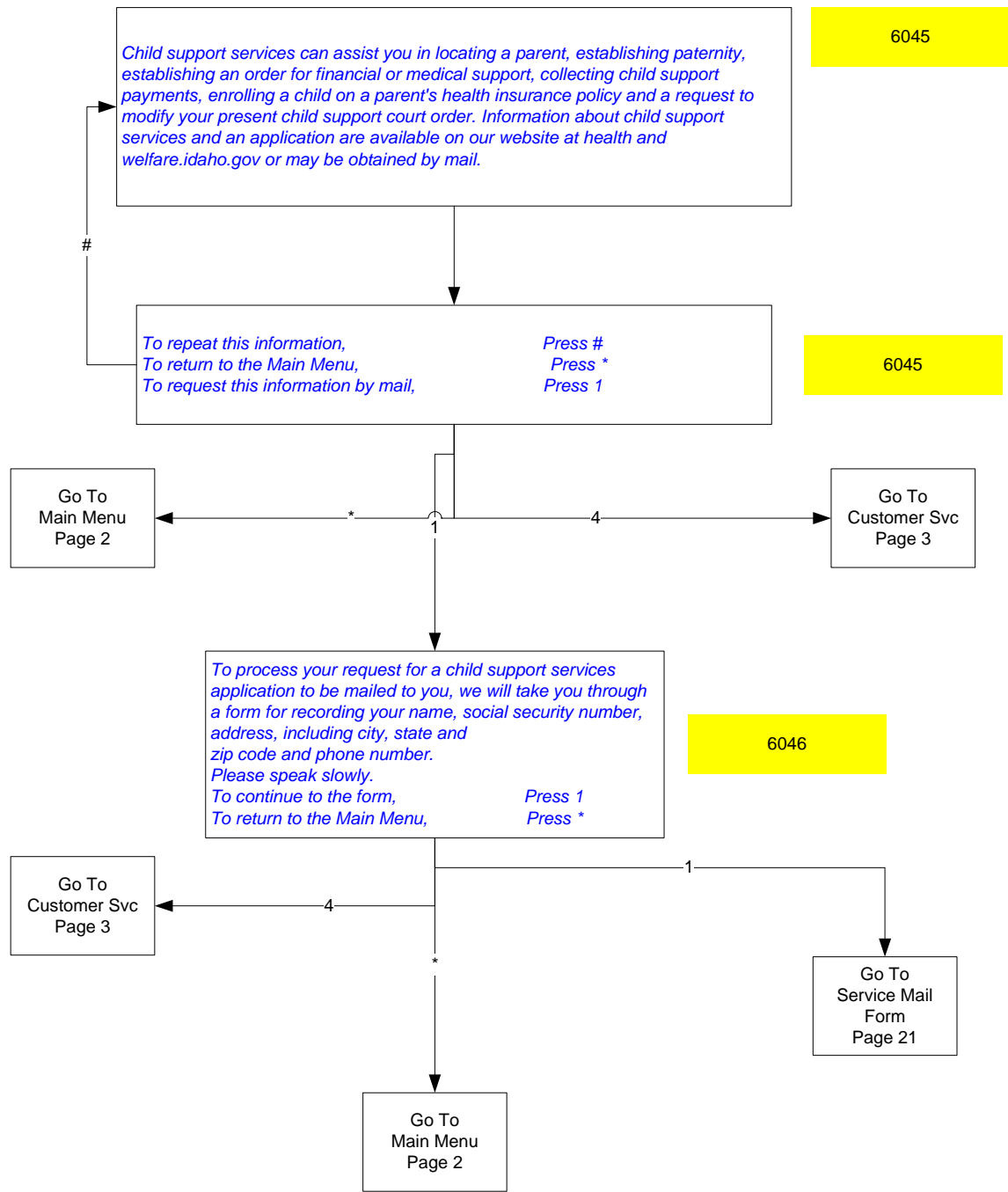
► Systems and Methods – Unemployment Benefit Info



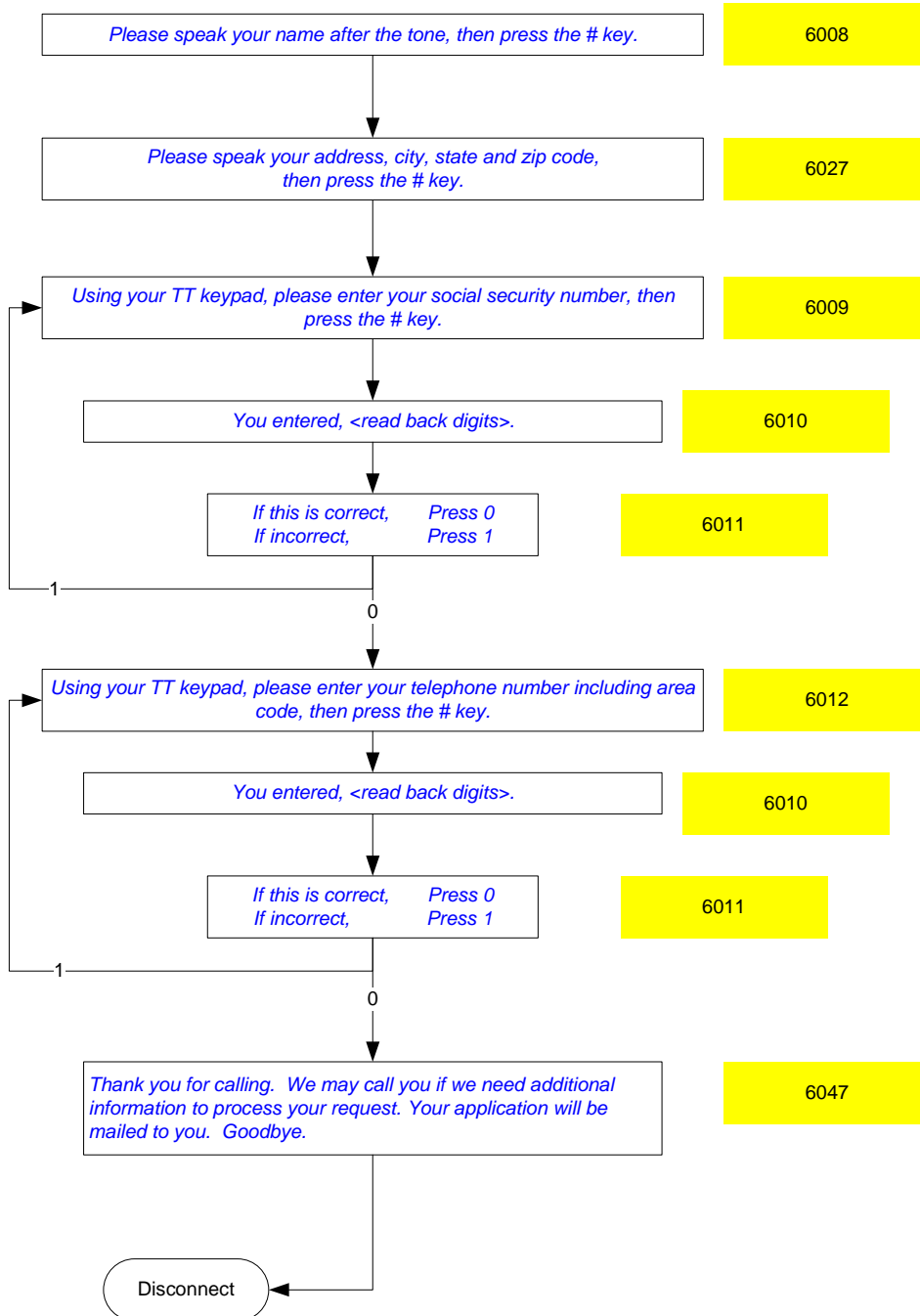
► Systems and Methods – Child Support Mailbox



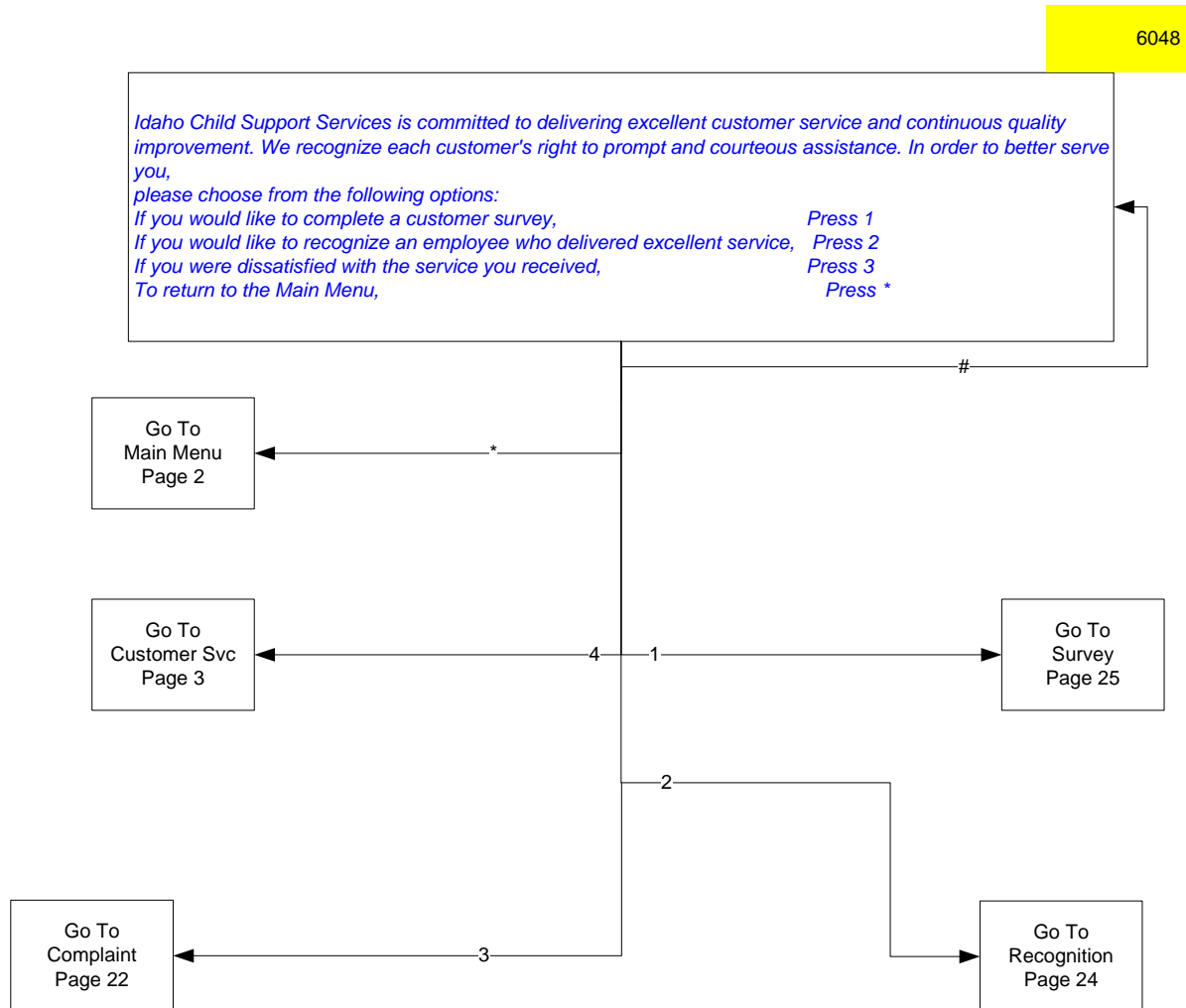
► Systems and Methods – Apply for Service



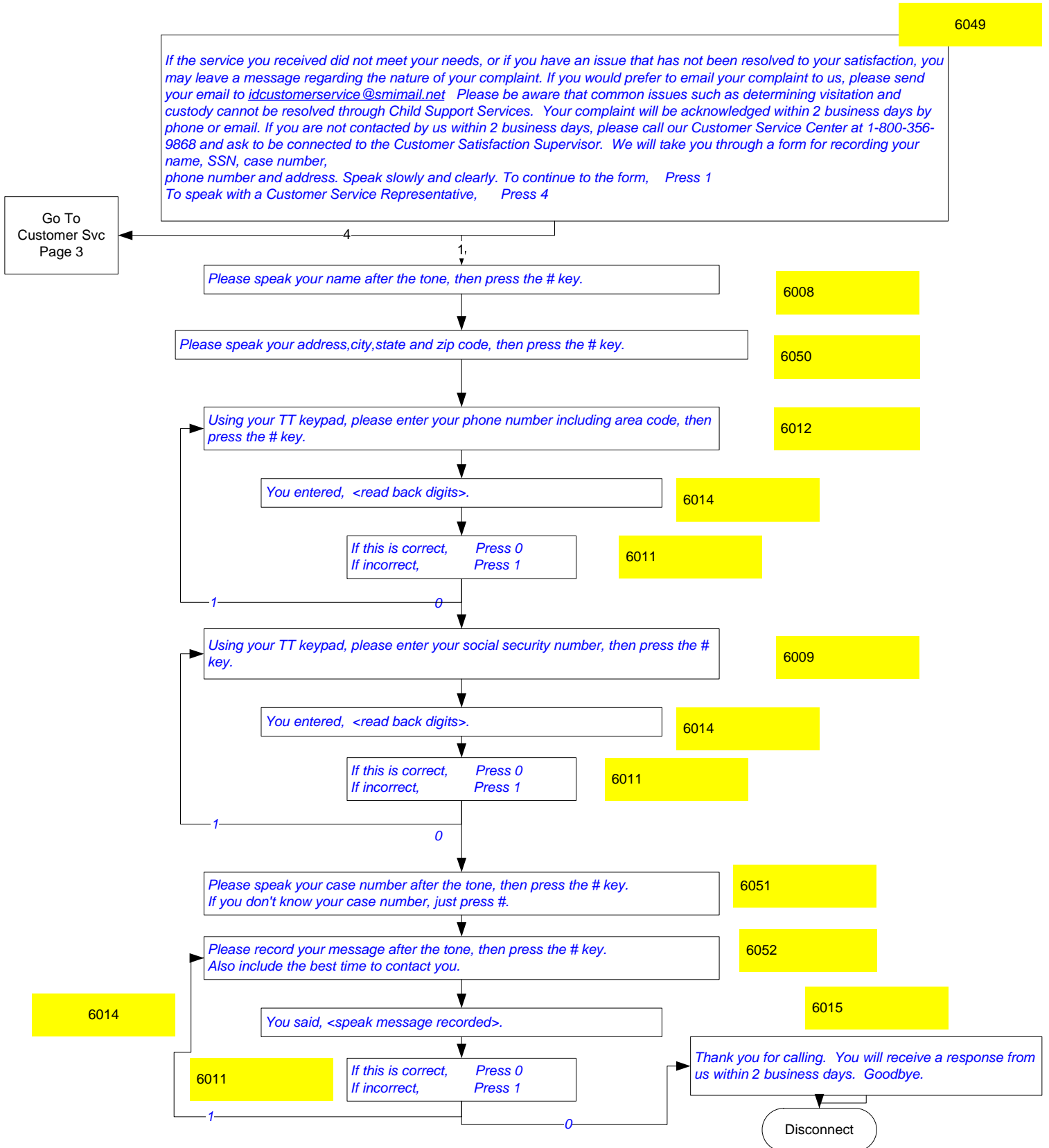
► Systems and Methods – Service Mail Form



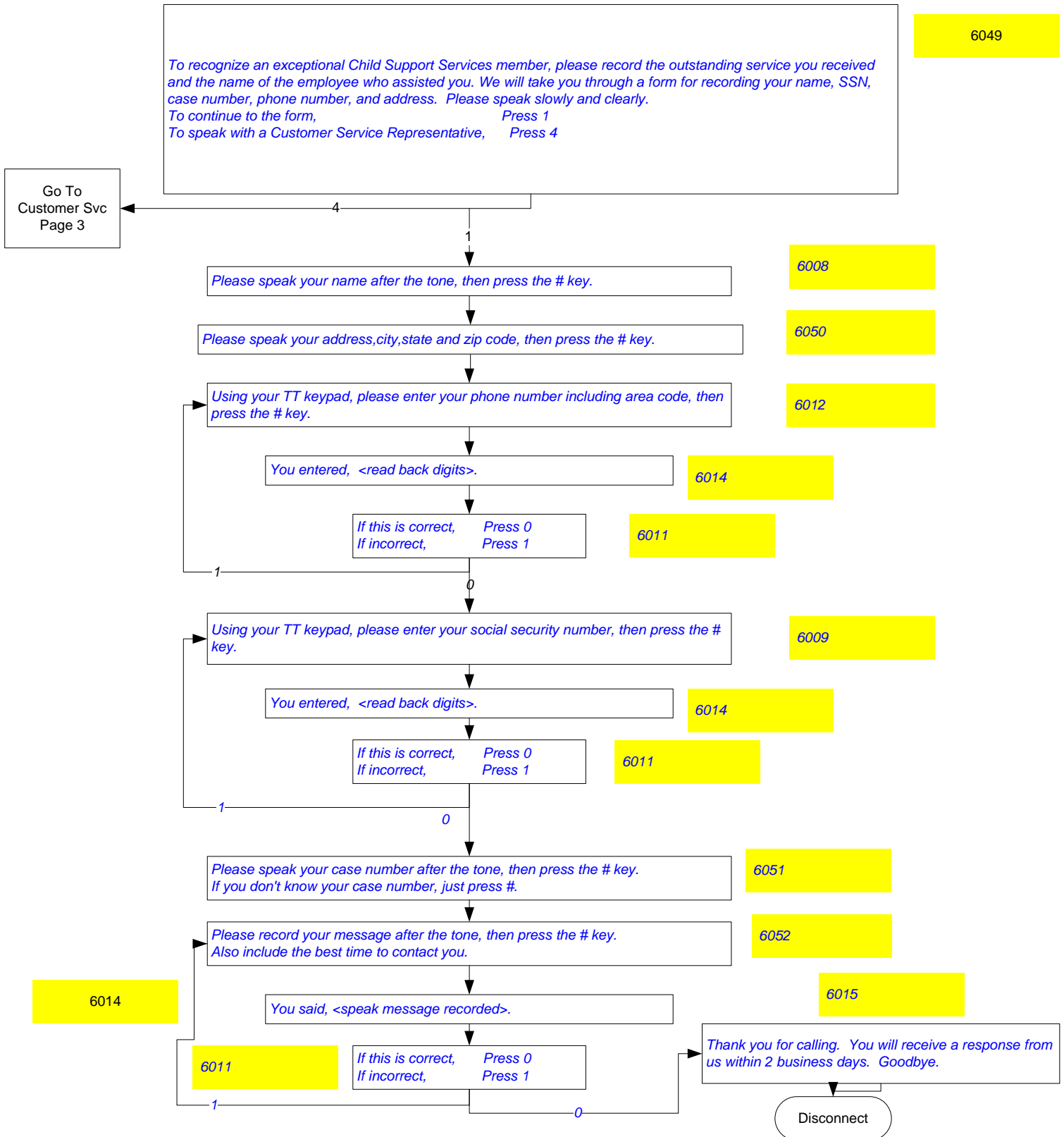
► Systems and Methods – Survey/Complaint



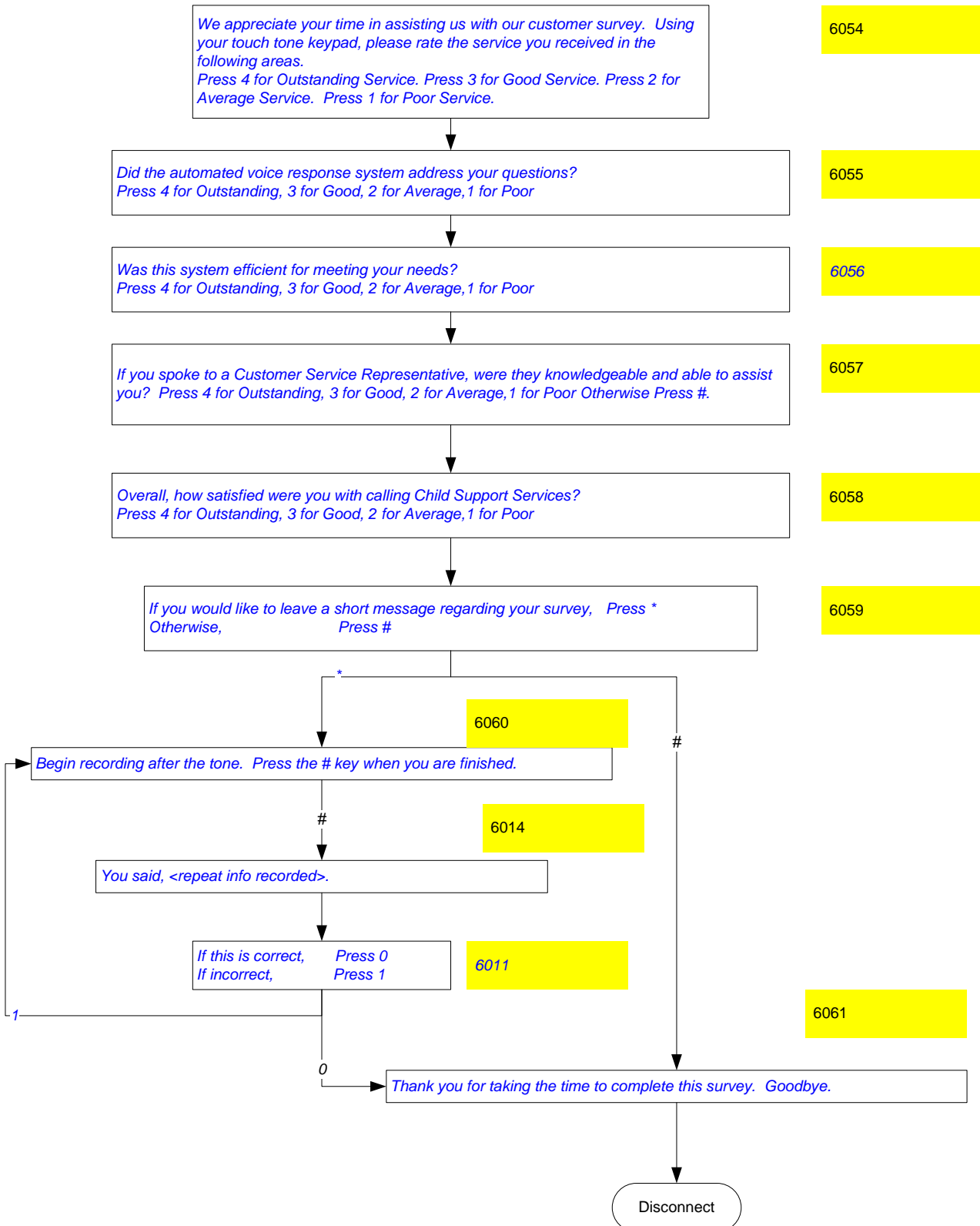
► Systems and Methods – Complaint



► Systems and Methods – Recognition

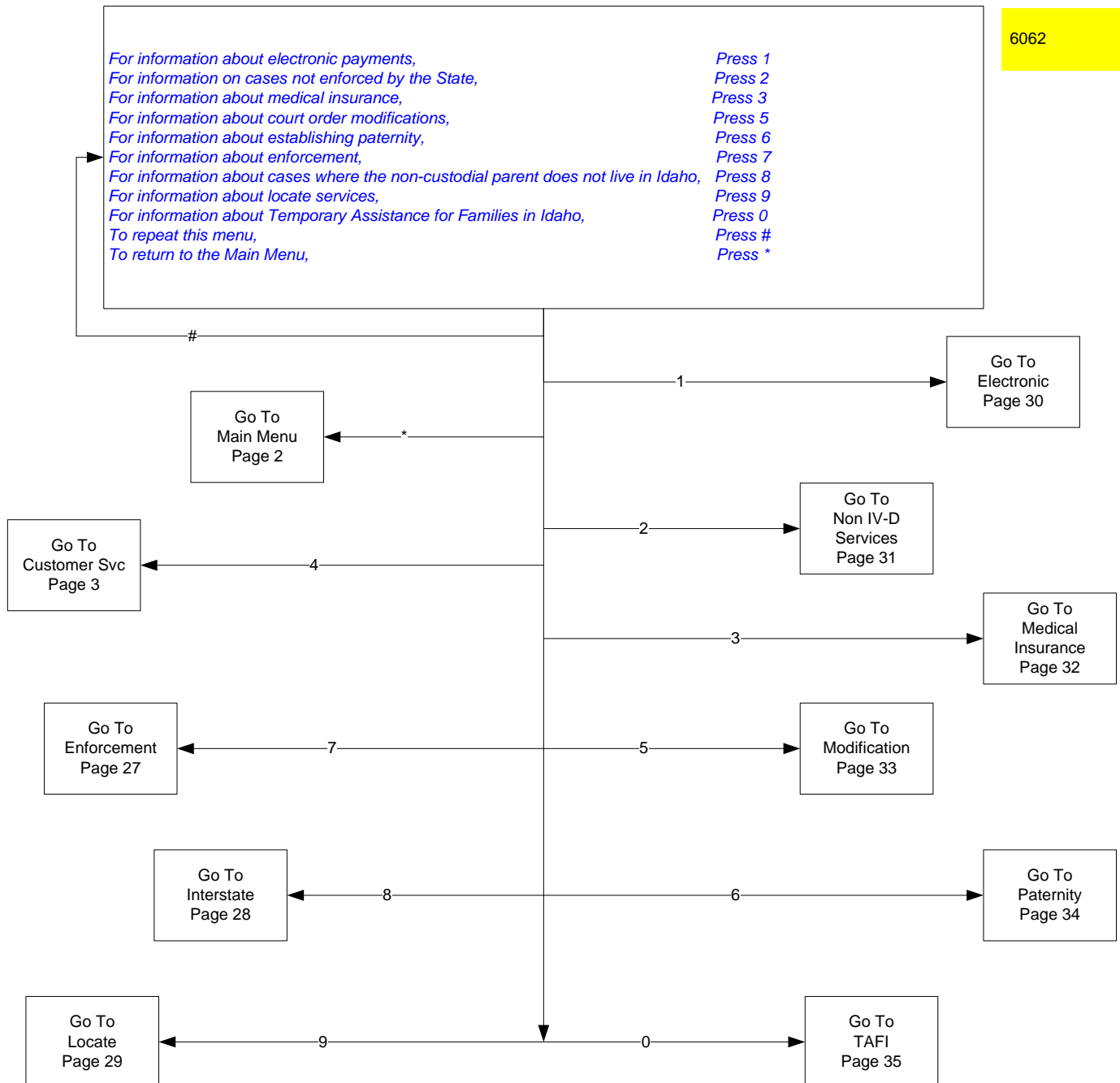


Systems and Methods – Survey

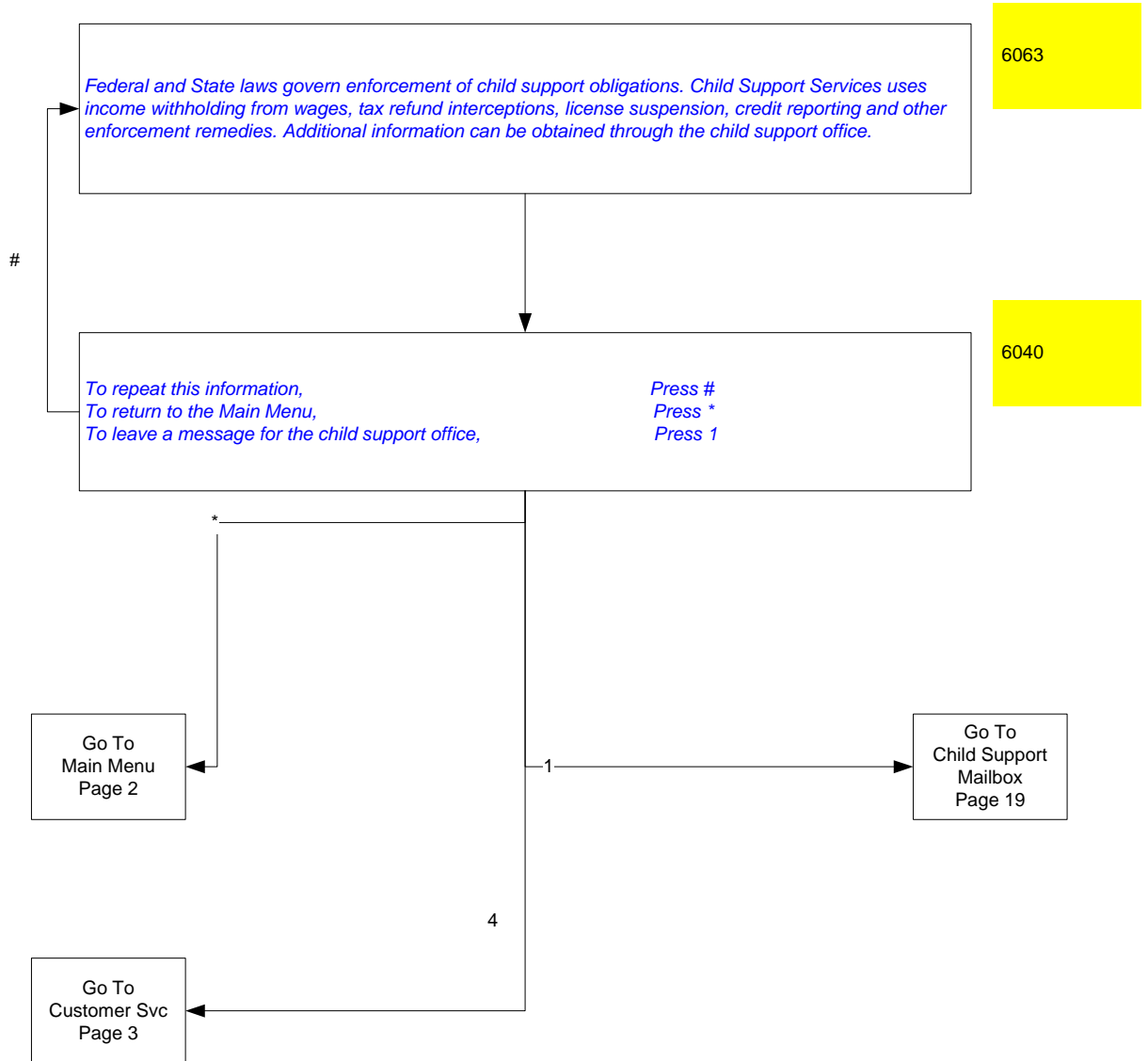


► Systems and Methods – General Info

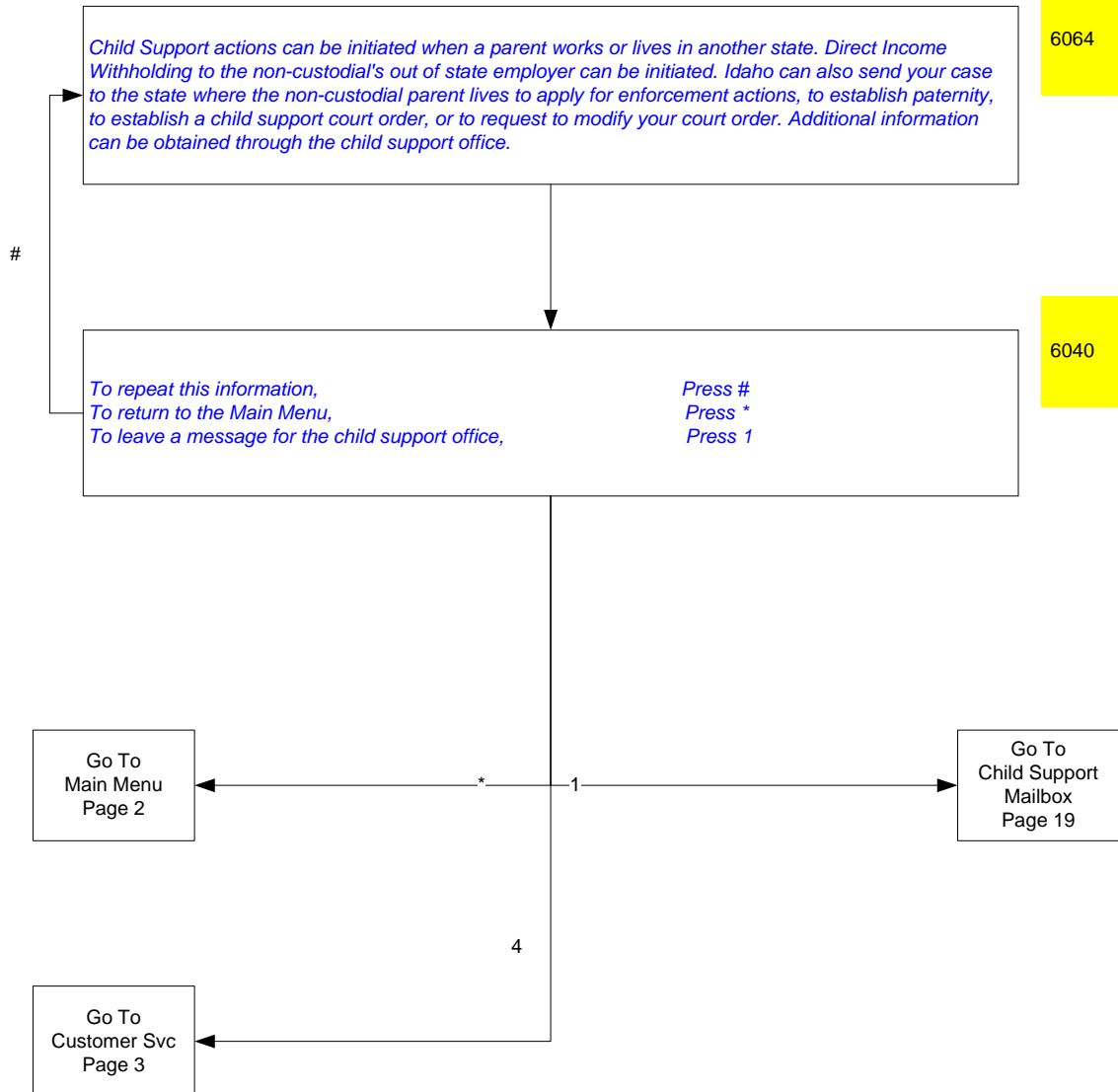
6062



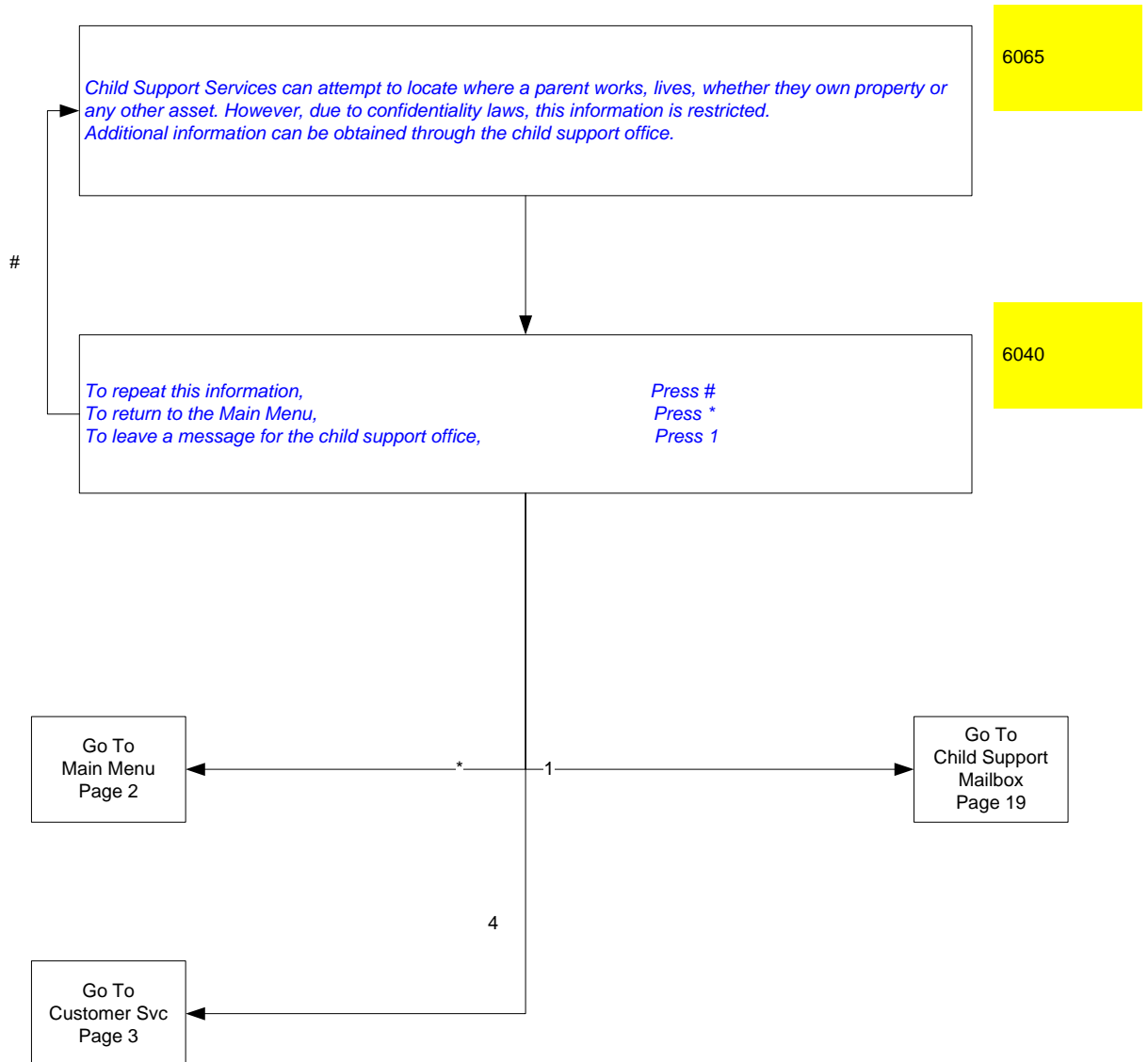
► Systems and Methods – Enforcement



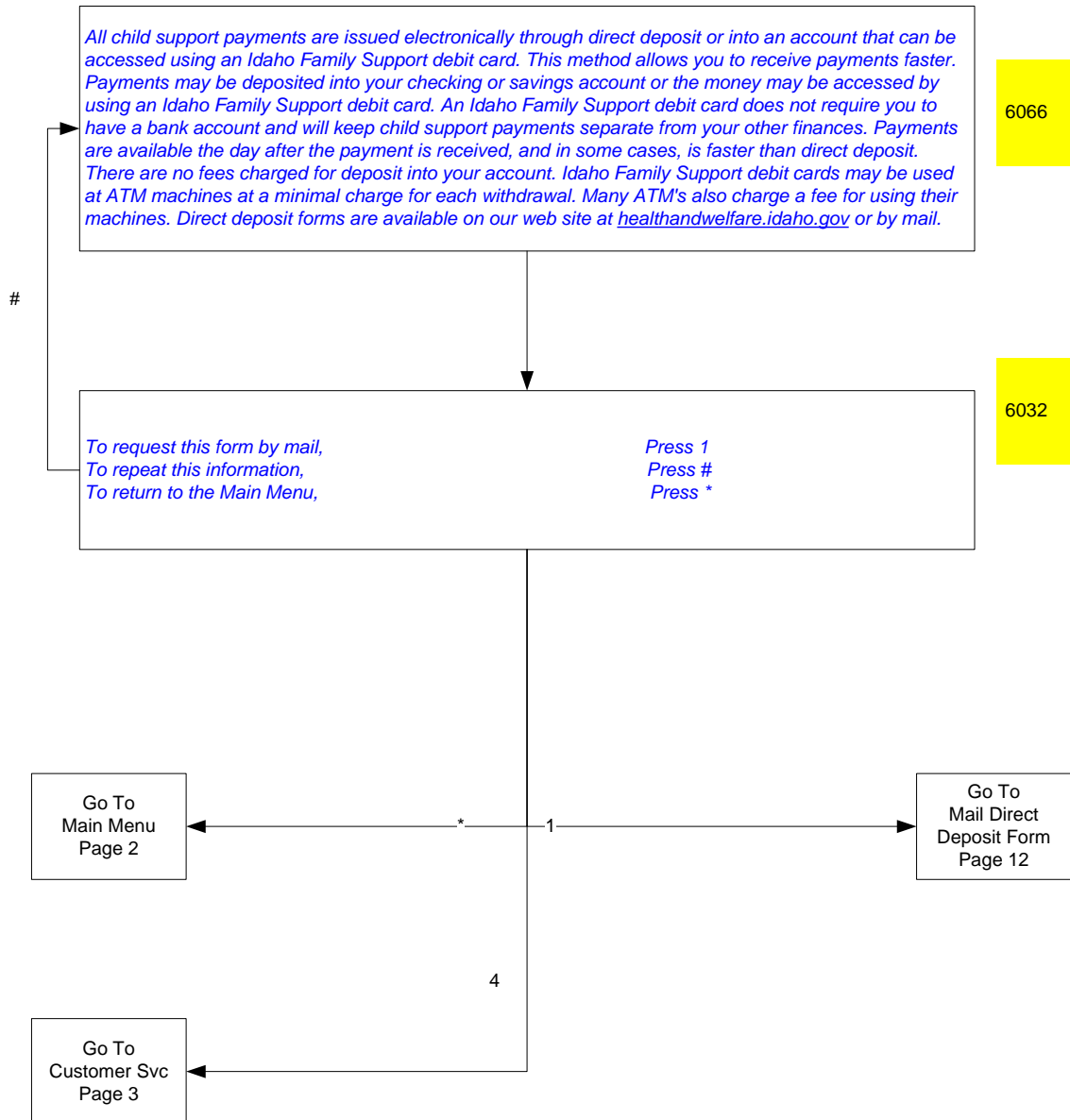
► Systems and Methods – Interstate



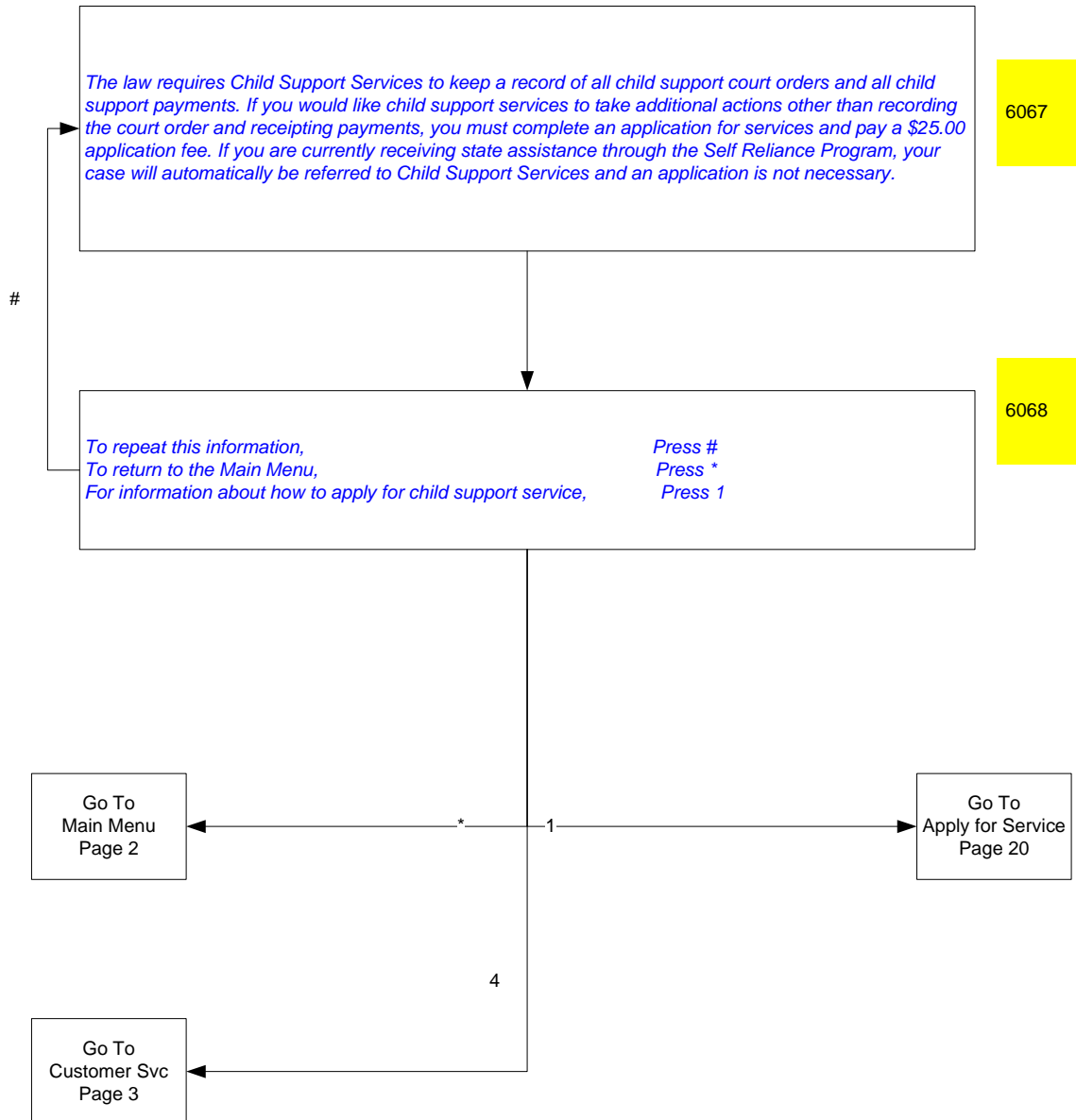
► Systems and Methods – Locate



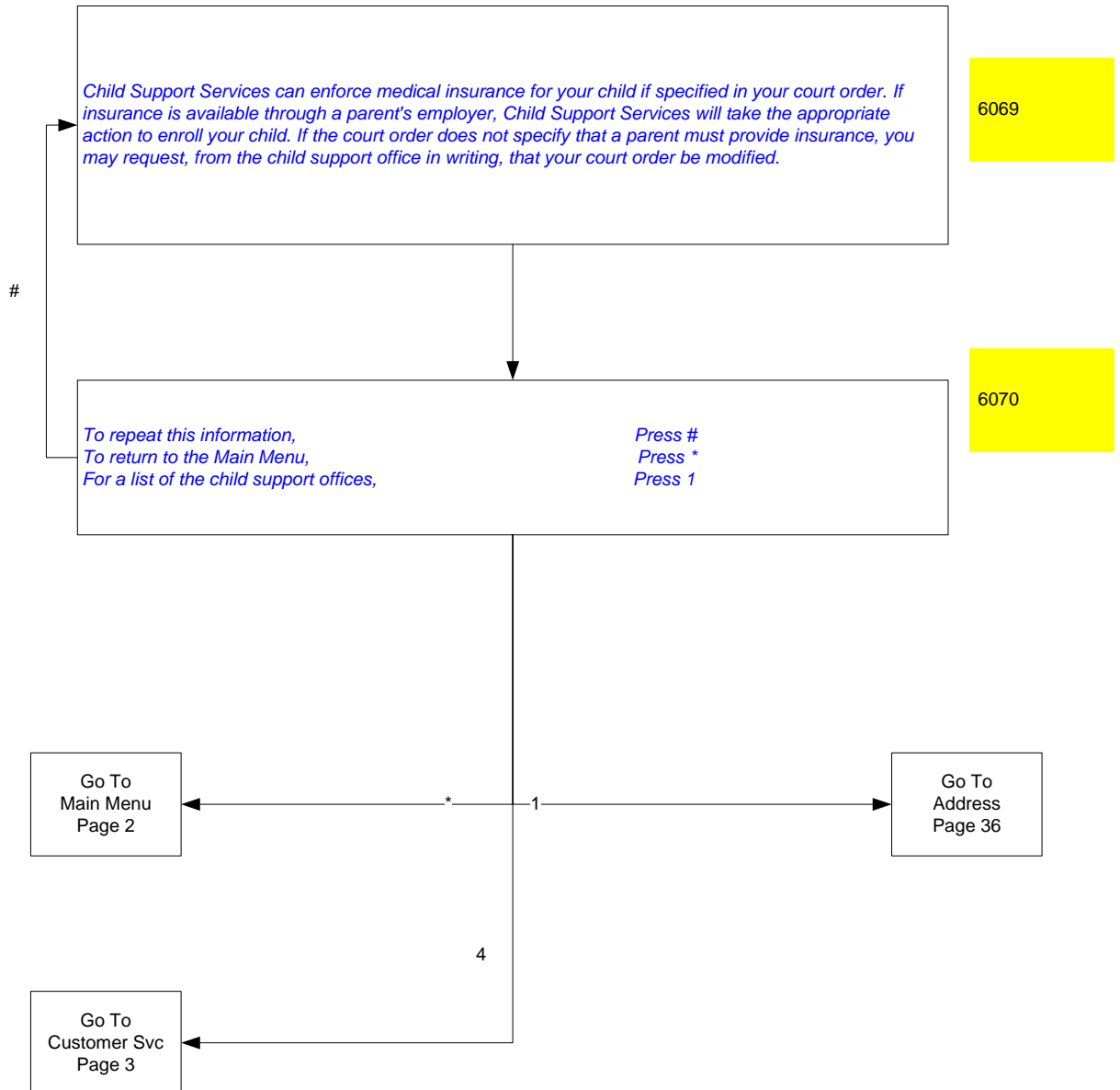
► Systems and Methods – Electronic



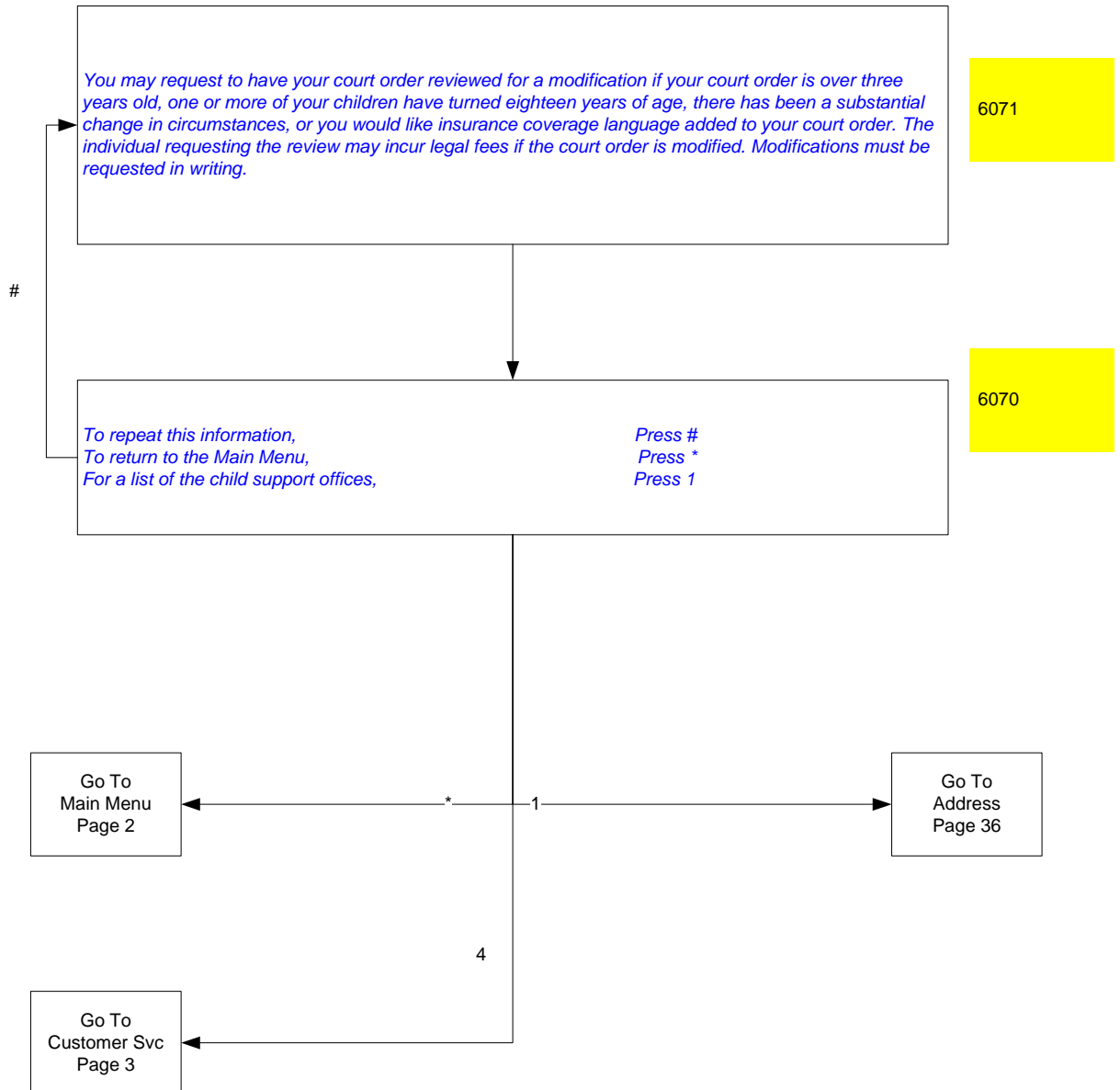
► Systems and Methods – Non IV-D Services



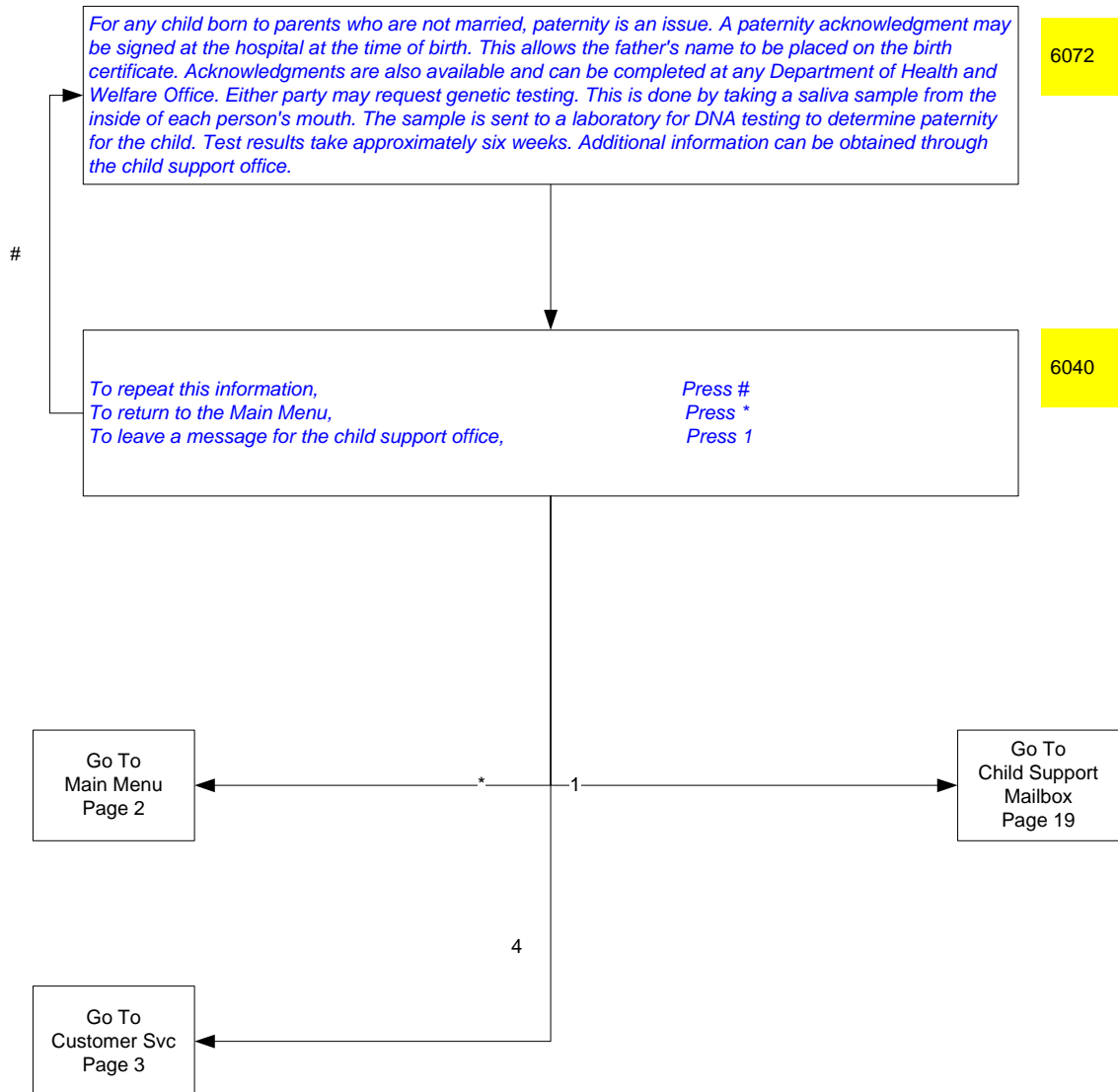
► Systems and Methods – Medical Insurance



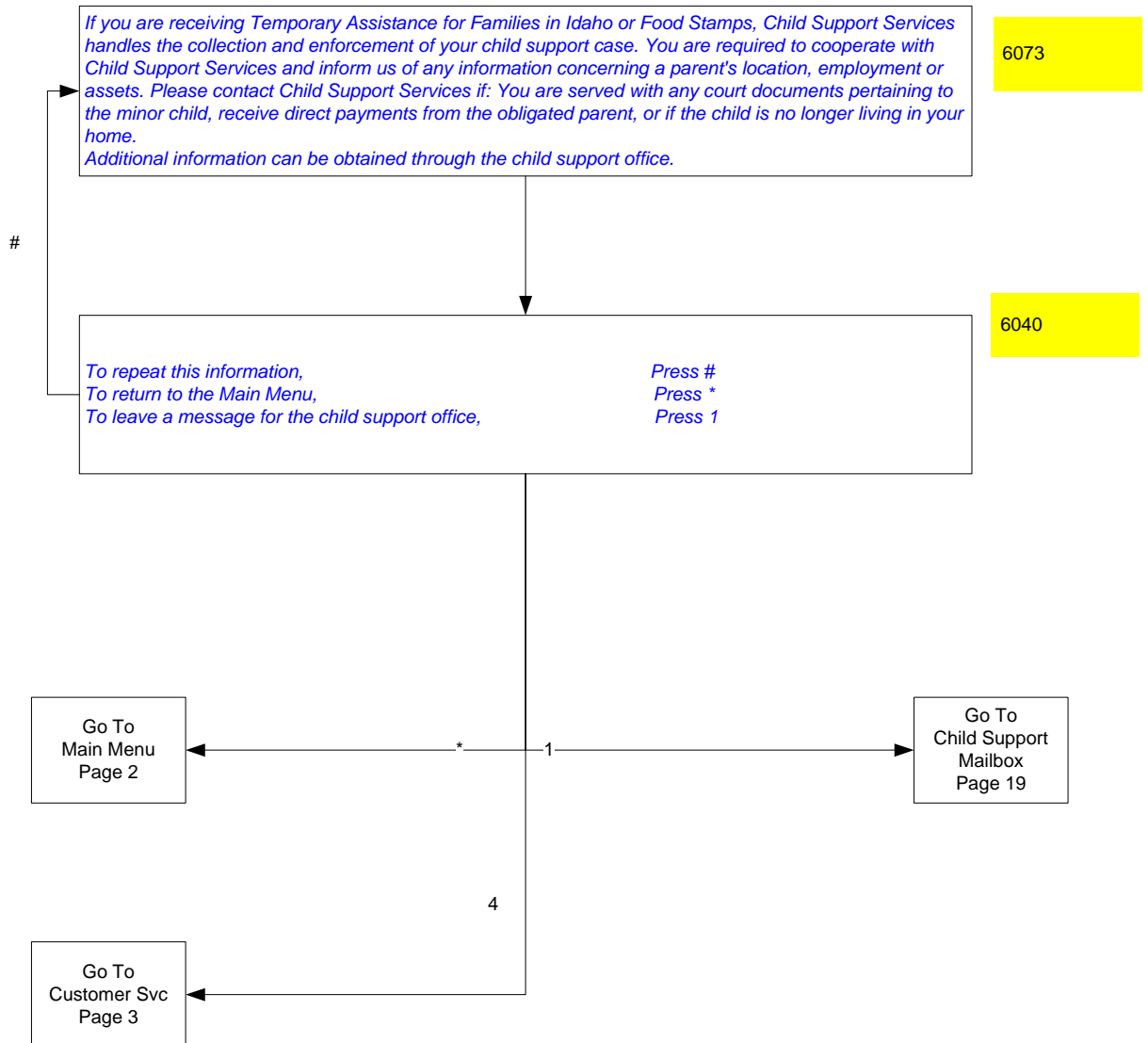
► Systems and Methods – Modification



► Systems and Methods – Paternity



► Systems and Methods – TAFI



► Systems and Methods – Address

